

Position Description

Network Engineer



Faculty/Portfolio	eSolutions
School/Centre	ICT Infrastructure Services
Basis of Employment	Full-time (36.75 hours per week)
Primary Location of Work	Geelong Waterfront Campus / Melbourne Burwood Campus
Classification	HEW 7
Reporting Line	Team Leader, Network Engineering

ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Warrnambool Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Warrnambool campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

[eSolutions](#)

[Benefits of working
at Deakin](#)

[Deakin's Strategic
Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The Network Engineer will design, implement, maintain, and support the growing Deakin University network. It is part of a team responsible for managing and supporting the large and complex network infrastructure and requires detailed knowledge of sophisticated networking systems and protocols.

Key Relationships:

Internal	<ul style="list-style-type: none">• Network Engineering team• Network Support team
External	

PRINCIPAL RESPONSIBILITIES

- Ensure the quality of installation, configuration and maintenance of hardware, operating systems and software including updates, patches and security patches to operating systems, software and firmware.
- Ensure network software and hardware facilities are operating at optimum levels and any failures are corrected, including troubleshooting, diagnosis and remedy of faults.
- Provide high quality support to AVN customers in fault resolution and service request provisioning.
- Ownership and improvement of network service quality and operational processes.

KEY DUTIES

- Maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with senior network engineers on network optimisation.
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- Secure the network by enforcing policies and defining and monitoring access.
- Liaise with vendors and other eSolutions staff for problem resolution
- Develop and maintain the network environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards and assisting with the development of network procedures/work instructions.
- Respond to service request and fault calls resolving the call within agreed service levels.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPN, QoS).

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- A degree in a computing or related field with subsequent relevant experience or, extensive experience and specialist knowledge in the Networking.
- Cisco Certified Network Professional (CCNP) certification or industry equivalent.

- Proven ability to maintain converged network technologies in an enterprise environment, with extensive experience monitoring, network diagnostic and network analytics tools and trouble-shooting complex network platforms.
- Experience in the application of policies, standards and processes for network services.
- Demonstrated hands-on network engineering experience with a sound understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS) and the OSI or TCP/IP model.
- Experience with the supervision of contractors and practical experience with occupational health and safety.
- ITIL Foundation Certificate in IT Service Management or demonstrated ability to work in an ITIL environment **Desirable*
- Experience in a higher education institution and the ICT industry more broadly would be an advantage **Desirable*

Capabilities and Personal Attributes:

- Good knowledge of Cisco switching and routing technologies.
- Proven capability to work positively and effectively as part of a collaborative work team, to accommodate and work well with different working styles and to work independently where required.
- An ability to progress multiple tasks and proactively raise issues and concerns with supervisor.
- Demonstrated interpersonal, time management and organizational skills

SPECIAL REQUIREMENTS

- Infrequent work outside business hours is required (*e.g. work at evening or weekend events is required*)
- This position will be required to provide regular on-call support on a roster basis with all AVN Unit staff. Shift work may be required of this position in the future.
- * Flexitime available but must be prior approved by supervisor and all staff must be available if required to attend workplace meetings and events between the hours 8:30am-5:00pm weekdays.
- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.