Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.
	We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.
	Together we stand with Australians in need, until they can stand for themselves.
Purpose:	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
	"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	IT Field Engineer Team Leader
Reports to:	IT Service Operations Manager
Position Purpose:	To provide management and direction to the Field Engineers nationwide to ensure that activities and support of Mission Australia's technology environment are carried out in a consistent manner to agreed standards and SLAs in order to effectively support business productivity.

Position Requirements

Key tasks	Position holder is successful when
Key Result Area 1	**IT Operations**
Ensure the technology environment is maintained to operate at optimal availability, performance, security and capacity.	Infrastructure and network are secure and meet agreed SLAs.
Apply MA IT ITIL-aligned processes for Incident, Event, Change and Problem Management.	ITIL-aligned processes for changes, incidents and problems are followed.
Adhere to MA IT processes and policies, any deviations from policies are highlighted and escalated if necessary.	Processes and policies are followed, any new requirements for processes are documented and approved.
Ensure that the tools, processes and systems needed to operate the environment are managed effectively.	Regular checks are completed to ensure that there are no alerts, alarms on the infrastructure or systems.
Key Result Area 2	**Infrastructure Operations**

Display strong customer service culture with positive verbal and written communication with all stakeholders	Strong customer service culture evidenced by stakeholder feedback
Manage and respond to infrastructure and network incidents and requests, act as 2nd level support for network and desktop services	Incidents and requests are responded to and resolved in accordance with SLAs.
Coordinate regular site visits to ensure proactive support is provided to all sites.	Site visits conducted regularly
Oversee the IT component of MA site adds/moves/changes	Site changes are managed and implemented with minimal disruption to services
Coordinate and lead investigations and report on major incidents to guide improvements in IT processes and procedures	Major incidents are correctly identified, logged and investigated, with escalations as required
Key Result Area 3	**Relationship Management**
Develop and maintain collaborative, open relationships with IT Services peers and teams to facilitate knowledge and information sharing across teams.	Knowledge is shared with peers through appropriate channels to mitigate skills gaps
Develop and maintain close working relationships with the service support, technology and business applications teams to ensure that cross team communications about technology issues and initiatives are working effectively.	Requests from internal stakeholders are managed collaboratively and meet SLAs
Develop proactive working relationship with key stakeholders to ensure business requirements are translated into effective technical solutions.	Demonstrate listening and understanding business feedback and requirements
Establish and maintain working relationship with key third party vendors.	Established vendors have agreed and published SLAs, and exceptions are highlighted to management where appropriate
Key Result Area 4	**Project Implementation**
Assist with the scoping, requirements-gathering and design of projects that involve detailed knowledge of the infrastructure and systems.	Solutions are implemented and documented as agreed
Support the implementation of projects involving changes/modification to or install of new infrastructure, systems, applications.	Project activities are completed within agreed timeframes.
Contribute to the timely implementation of projects by communicating issues to management as appropriate.	Project governance standards are followed, issues are highlighted and escalated as required.
Key Result Area 5	**People Management**
Supervise, manage and mentor the Field Engineer team to ensure activities are aligned with organisation and IT strategy	Issues and escalations are raised in 1:1 discussions and tracked to resolution

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Development and training plans are in place for all staff and progress toward goals is tracked	At least 2 performance review discussions per year are held with all staff, goals and development plans are recorded and tracked
Act as escalation point for incidents and requests within the Field Engineer team and Site Care	Escalations are managed promptly or escalated further if necessary

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Essential:
    - o Excellent customer service and communication skills (written and verbal)
    - o Team-oriented, consultative and open with positive can-do attitude
    - o Strong attention to detail, time management and prioritisation skills
    - o Culture of continuous improvement, especially process improvement
    - o Proven problem-solving abilities with an inquisitive nature
    - o Able to work well with both in a team and without direct supervision – 'self-starter'
    - o Working knowledge in some or all of the following technologies:
        - Active Directory, Azure AD, Intune, Office365
        - Wired and wireless networking, especially SD-WAN
        - SaaS/PaaS/IaaS-hosted cloud platforms, especially Microsoft Azure
- Desirable:

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- o   ITIL Foundation certification
- o   Experience leading a team in a similar role (3 years)
- o   Formal qualifications or certification in any or the above technologies

Key challenges of the role

- Operating effectively while managing multiple, sometimes competing priorities
- Managing a geographically dispersed team across Australia
- The scope of this role covers both the technology platform and business applications

Compliance checks required

Working with Children	☐
National Police Check	☒
Vulnerable People Check	☐
Drivers Licence	☐
Other (prescribe)	☐ _____

Approval

Manager name	Approval date
Michael Taylor	3 June 2019

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