

## Mission Australia

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| About us: | <p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p> |
| Purpose:  | <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>  |
| Values:   | Compassion Integrity Respect Perseverance Celebration  |
| Goal:     | To reduce homelessness and strengthen communities.   |

## Position Details:

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| Position Title:   | IT Systems Engineer  |
| Division:         | Finance  |
| Reports to:       | IT Service Operations Manager  |
| Position Purpose: | To be part of the IT Service Operations team ensuring that Mission Australia's technology environment is operating effectively so that it supports business productivity. Support end user, server, infrastructure and security environments that are stable, secure, functional and affordable and aligns with agreed business service levels and expectations. |

## Position Requirements

| Key Result Area 1   | IT Operations  |
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| Key tasks   | Position holder is successful when                                       |
| Ensure that the environments are stable and supportable, vendor patches are applied and verified regularly, periodic maintenance is applied to the server environment. Securely configured, environments are operating at optimal availability, performance and capacity are monitored and tracked and resources managed accordingly. | Infrastructure, network and applications meet agreed SLAs.               |
| Ensure MA IT's ITIL-aligned processes are followed at all times, including Incident, Change and Problem Management.   | ITIL-aligned processes for changes, incidents and problems are followed. |

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| Existing operational processes and policies are followed, any deviations from policies are highlighted and escalated if necessary.   | Operational 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.  | Daily checklist is completed to ensure that there are no alerts, alarms on the infrastructure or systems.          |
| Findings from internal or external audits are reviewed, remediation activities identified and implemented as agreed.   | Remediation for audit findings are completed within agreed SLAs.   |
| Produce reports required by management   | Requirements for reports out of systems are generated when required.   |
| <b>Key Result Area 2</b>   | <b>Infrastructure Operations</b>   |
| <b>Key tasks</b>   | <b>Position holder is successful when</b>  |
| Display a good 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 security incidents and requests, act as 3 <sup>rd</sup> level support for all networking and security platforms and services  | Incidents and requests are responded to and resolved in accordance with SLAs.                                      |
| Monitor and maintain the security of the MA IT environment, undertake preventative actions, and respond to security alerts.  | Security risks are identified and actions taken within agreed SLAs.  |
| <b>Key Result Area 3</b>   | <b>Relationship Management</b>   |
| Develop 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 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 |
| <b>Key Result Area 4</b>   | <b>Project Involvement</b>   |

## Position Description | IT Systems Engineer

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| 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. |

## 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

- Excellent customer service and communication skills (written and verbal)
- Minimum 5 years' experience in an operational systems support and security role, supporting up to 3000 staff across 250 sites
- Ability to operate effectively under pressure
- Support experience in some or all of the following technologies:
  - Managing, monitoring and maintaining IaaS Cloud, especially Microsoft Azure
  - Active Directory, Azure AD, Intune, Office365, Exchange Online (hybrid)
  - Security products and services: Windows Defender ATP, Zscaler
  - Automation using Python and/or Powershell
  - Responding to security vulnerability assessments
- Able to work well with both in a team and without direct supervision – 'self-starter'
- Proven problem-solving abilities with an inquisitive nature
  - Certifications such as MCSE, CompTIA Security+ or any Microsoft Azure/365 certifications would be desirable

### Key challenges of the role

- Managing multiple, sometimes competing priorities

## Position Description | IT Systems Engineer

- 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) ☐

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### Approval

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**Manager name**

Michael Taylor

**Approval date**

12 March 2019