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| **Position Title:** | Systems Engineer (Business Systems) |
| **Supervising Partner / Manager / Supervisor:** | Applications Support Team Leader |
| **Practice Group / Shared Services Team:** | Technology |
| **Centre** | Sydney |
| **Date Created / Last Edited:** | May 2018 |

**Working. Respect. Together**

King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

**Position Summary**

Systems Engineers are responsible for providing expert services in relation to implementing, operating and supporting the core business applications across the organisation.

This role has a mix of operational support, service delivery and project management. You will work in the Technology Operations team to primarily support the firm’s various corporate business systems.

You work closely with other Technology teams, Shared Services and Legal teams throughout the KWM network.

You are expected to keep your skills at a high level and maintain good working knowledge of supported applications, while striving to continuously improve existing systems, technology and processes.

You will regularly be involved in large or small projects involving teams of various sizes. Due to the nature of the role, work outside standard office hours will be required at times.

**Your Key Relationships**

* Technology Operations Team
* Technology Service Desk and Training teams
* Technology Solutions and PMO
* Shared Services teams
* Internal clients and business application owners

**Your Key Responsibilities**

* Managing and supporting the firm’s applications and servers as assigned to you by your manager
* Undertaking problem diagnoses, correction and support of business applications across the organisation in a timely manner
* Manage vendor cases and escalate effectively to reach quick resolution
* Maintaining up-to-date systems by participating in system upgrades (hardware and software) and other general maintenance tasks
* Ensure upgrades and enhancements are well planned and implemented
* Review and release of server operating system patches and application patches, and making recommendations on implementation and testing strategies
* Respond to critical situations to ensure affected services are restored as quickly as possible, and help facilitate post incident reviews to reduce reoccurrences and improve processes
* Follow service management processes to ensure incidents and changes are properly tracked
* Proactively develop procedures and documentation required to support the firm’s business applications and services
* Apply good judgment and decision making skills in tasks requiring analysis, problem solving, negotiation, strategic communication and interactions with others
* Maintain strong communication between Technology, Shared Services and Legal teams
* Role model the firms expected high standards of behaviour and act in a manner which promotes the best interests of the team and the firm, through teamwork, collaboration and continuous improvement
* Maintain good working knowledge of ITIL and follow agreed processes for change control, incident management and problem management
* Maintain working knowledge of all business systems used by the firm
* Research future developments and identifies areas for improvement

**Skills, knowledge and attributes**

* 3+ years of experience in providing system administration and application support
* Demonstrated experience designing, implementing and supporting applications including Client Relationship, Practice Management and Document Management systems
* Demonstrated knowledge of Microsoft products including SQL Server, IIS, Active Directory, Exchange and other key server technologies.
* Demonstrated ability to manage project tasks and BAU workload effectively
* Prior experience working with development teams, and working knowledge of software development release management processes
* Experience with vendor commercial negotiations and case escalations
* Strong understanding of network protocols particularly TCP/IP
* Working knowledge of scripting languages would be considered an advantage e.g Powershell and TSQL
* Treats others with respect and demonstrates professional courtesy at all times
* Excellent oral and written communication skills with ability to adapt interpersonal style to suit the needs of others
* High level of enthusiasm and initiative
* Responds well to change
* Ability to troubleshoot complex problems and to “think-outside-the-box”
* Ability to manage stakeholder expectations and staff at all levels
* Desire to learn new technologies and think on their feet

**Capabilities**

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

**People**

* Respectful and supportive interactions that lead to firm high performance
* Building effective teams by empowering and coaching people
* Leading through collaboration and accountability

**Clients**

* Consistently delivering superior client service
* Becoming a trusted advisor through deep understanding of the client
* Building strong and enduring client relationships
* Adapting flexibly to a changing environment to meet client needs

**Firm**

* Application of technical knowledge to advance the client’s commercial objectives
* Development of legal and industry/sector expertise
* Effective practice and project management
* Building your professional reputation
* Achieving financial and cost targets
* Commitment to continuous improvement through innovation
* Applying business acumen in pursuit of opportunities for the firm and clients
* Effective workload and project management

**Financial**

* Applying business acumen in delivery of service to clients
* Achieving business, project and budget goals
* Commitment to continuous improvement through innovation

**Our Vision and Values**

Our global vision…

‘To create a unified top tier global law firm headquartered in Asia’

Across our global firm we have values that guide us and that we aspire to live up to…

Client centric

Dynamic and entrepreneurial

One team. One firm

Excellence and innovation

Stewardship

Global Perspective

…these are the same whichever part of the firm you working, in all countries.

*As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will performs in perpetuity. It provides an overall view of the incumbent’s role as at the date of this statement. In addition to this document, the specifics of the incumbent’s role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/manager as part of KWM’s performance evaluation, development and progression processes.*