



POSITION DESCRIPTION

JOB TITLE	Senior Systems Engineer (ICT)
REPORTING TO	Manager – ICT
DIVISION	Office of the COO
LOCATION	Parramatta
JOB PURPOSE	<p>Reporting to the ICT Manager the role is responsible for server security, patching, 2nd & 3rd level support, adhering to incident and change management processes, and day to day operational support.</p> <p>The role will require a thorough understanding of ICT disciplines and experience in maintaining solid infrastructures and networks. In addition, exceptional customer service skills, support and mentoring other team members and ensuring the ICT environment runs smoothly.</p>
ROLE REQUIREMENTS AND RESPONSIBILITIES	<ul style="list-style-type: none">• Resolve second and third level incidents and problems across the IT infrastructure.• Identify when to escalate to vendors and working with them to resolve issues impacting the IT Infrastructure.• Help identify and implement improved IT solutions and processes, to minimise any business impact from any IT infrastructure failure.• Assist with IT projects implemented at ACN, resulting in their successful conclusion.• Lead by example, with excellent customer service skills, enhancing the professional reputation of IT.• Carry out associated administration tasks aligned with the position.• Mentor junior members• Willingness to undertake travel for work purposes if required.• Other duties allocated in accordance with the employee's range of skills, competence, training and experience or as part of a training/development plan. <p>Compliance</p> <ul style="list-style-type: none">• Comply with all ACN policies, procedures and relevant legislation, including Privacy and Data Breach legislation• Maintain a contemporary knowledge of and actively practice principles of Work Health and Safety and Equal Employment Opportunity.• Demonstrate a commitment to the principles of risk management and exceptional customer service.• Act within the confines of legal, ethical and moral boundaries.
FINANCIAL DIMENSIONS	Operate within budget parameters and in accordance with delegations

PERSONNEL SUPERVISED	NIL
SELECTION CRITERIA	<p><i>Qualifications:</i></p> <ul style="list-style-type: none"> • Relevant qualifications and/or experience with appropriate qualifications in Information Technology, Business Systems or working towards • Demonstrated understanding of information technology, digital delivery systems such as content management, CRM, educational platforms, IT and hosting infrastructure, cloud computing and outsourced services. • Proven ability to implement appropriate Project Governance and Change Management principals and to manage and deliver technical projects including business process improvement. • Ability to work as a member of a small team and be able to demonstrate good interpersonal skills. <p><i>Essential criteria:</i></p> <ul style="list-style-type: none"> • Demonstrates a strategic focus and capacity to work in partnership with internal and external stakeholders. • Expert knowledge of Windows server technologies. • Expert knowledge of virtualization technologies (vSphere preferred). • Microsoft Windows 10. • Strong operational knowledge of MSC Config Manager. • Microsoft 365, incl. MS Teams and SharePoint Online. • System administration such as backup (VEEAM), monitoring (PRTG), and fault and diagnostic analysis. • MFA (pref. Duo) • Strong operational knowledge of AWS and MS Azure • TCP/IP networking technologies and hardware. • Cisco switches. • Server, desktop, and mobile hardware. • ITIL processes. • Helpdesk ticket resolution. <p><i>Desirable criteria:</i></p> <ul style="list-style-type: none"> • CRM system (Student management, scholarships, membership, sales & marketing). • Wi-Fi technologies (UniFi WAP preferred). • VPN • MCSE/MCITP, VCP, along with any formal IT qualifications. • iOS support. • Unified Communications experience (particularly Mitel MiCollab). • Knowledge of mobile devices and active sync device connectivity. • Solid documentation skills with attention to processes and procedures. • Understanding of security principles as they apply to application software, database and network environments.

PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • An outcomes focus, with the insight and ability to establish innovative solutions to complex problems and issues. • Demonstrated ability to multi-task in a high volume and deadline driven environment whilst maintaining a high standard of work. • Willingness to align with ACN Organisational values and ways of working and being. • Strong desire to be part of a high performing team and contribute to values-based leadership and a positive, learning organisational culture. • An organised and highly motivated approach to work with the ability to function as a member of a team. • Portray a positive attitude and professional image to all customers (internal and external). • Continually strive to achieve high levels of accuracy in all aspects of work. • Display sound judgment which is grounded in integrity and evidence.
PURPOSE BASED INDICATORS	<ul style="list-style-type: none"> •

I acknowledge receipt of this position description and have reviewed the contents.

Signature _____

Date _____