ICT Systems Engineer

Purpose
The role of ICT Systems Engineer performs a key part of the ICT Services Team. The successful candidate is required to develop a strong rapport with staff and students as well as possess the interpersonal skills to build strong working relationships with ICT Team members and external contractors. The role suits an individual with a strong technical background who is looking to further their knowledge and experience in an exciting and diverse environment offering excellent work-life balance and career progression.

Key Attributes
As a highly competent and experienced ICT Systems Engineer, you are:

- A driven professional who takes pride in developing highly reliable and efficient ICT systems.
- Strongly committed to providing an exemplary level of service.
- A clear and articulate communicator, with an ability to adjust technical language to suit your audience.
- Willing to participate across all aspects of ICT support to assist fellow team members.
- Supportive of the inevitability of out-of-hours work for which flexibility arrangements will be offered.

Responsibilities

Technical
- Manage, develop and continually improve College physical and virtual (Hyper-V) server infrastructure.
- Manage, monitor and develop College Windows/Linux server environment.
- Manage, monitor and develop College Layer 2 and 3 switches (ProCurve).
- Maintain, monitor and develop College Wireless Infrastructure (Aerohive).
- Administer and manage the storage environment (HP 3Par and Lefthand SAN).
- Maintain, monitor and troubleshoot College network based services: File and Print services, Email, Active Directory, DHCP/DNS and other services as required.
- Maintain, monitor, and troubleshoot College IP Telephony System (Unify).
- Configure, maintain, monitor, and troubleshoot College Print systems.
- Configure, maintain, monitor, and troubleshoot windows software deployments.
- Provide and maintain documentation of backup processes and retention periods.
Provide Tier 3 support for students, staff and parents.
Provide and test backup and disaster recovery processes and procedures.

**Developmental**
- Understand and uphold the College's ethos and core values.
- Work closely with the Director of ICT in strategic planning, budgeting and continued development of both on-premise and cloud infrastructure.
- Build relationships with external support providers in completing projects in line with the College's infrastructure goals.
- Prepare and maintain written documentation of College server, network and application environments.
- Develop and provide training and technical documentation for ICT Team members.

**Selection Criteria**

**Required**
- 5+ years experience in ICT environments
- 2+ years experience working in a Systems/Network Administration role
- Exceptionally strong skills in managing ICT Infrastructure across a wide range of technologies.
- Proven experience in managing Virtualised Server Environments
- Strong experience in Networking technology
- Experience with administering SAN storage
- Experience with administering backup
- Experience in managing wireless LANs
- Experience in managing services including Active Directory, DNS, DHCP, RADIUS, ADFS, SSO, IIS
- Commitment to ongoing Professional Learning
- Strong communication and interpersonal skills

**Desirable**
- Experience in an educational environment.
- Experience in administering O365 and Microsoft Azure platforms.
- Database administration skills
- Web development, programming and/or scripting skills

**Qualifications**

**Essential**
- Tertiary Degree and/or equivalent industry experience.
- Microsoft Certification MCITPE/MCSA/MCSE.
- CCNA/CCNP
- Working with Children Check WWCC