

POSITION DESCRIPTION

Position Title	Network Engineer	Position Number	IT010	HRM Auth	Rosie Stilin
Reports to	Infrastructure and Operations Manager (Network Mgr)	Functional Auth	Glendin FB	Date	
Region	ITSC	Date		Signature	
Function	Infrastructure	Signature			

Role Purpose

Management of network and telecommunications systems at over 200 sites throughout UnitingCare NSW.ACT

Key Challenges

- Maintaining a stable, reliable and robust Wide Area network within a decentralised organisational structure
- Managing complex regional Local Area Network when standardisation of hardware platforms is yet to be achieved across regions and service groups.
- Ensuring business operations are maintained 24x7
- Ensure a scalable network is provided to the business within a decentralised organisational structure
- Non standard IT environments which require different levels of support

Key Result Areas

1. Network Services Performance
2. Systems Monitoring and Development
3. Vendor Management
4. Research and Development

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1. KRA: Network Service Performance	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Customers/users and infrastructure providers achieve acceptable levels established for service and performance through UC Ageing Single Network and LAN's. • Performance and functionality of the UC Ageing Single Network and LAN's is high as assessed from surveys, analysis, evaluation, and provision of technical advice • Site personnel are self-sufficient in maintaining and operating the installed system through technical assistance, guidance, and training provided to them when required but not in contradiction to the nominated IT Helpdesk and Support provider(s). • Networking solutions advice and implementation services are provided to all ITSC projects as required. 	<ol style="list-style-type: none"> 1. Demonstrates the excellence in the management of UnitingCare Networks (WAN and LAN) to ensure high levels of availability are achieved. 2. Demonstrates excellence in monitoring and auditing of WAN services. This includes the ability to provide recommendations for new and upgraded services as required. 3. Demonstrates the ability to ensure sites are able to be managed remotely with limited site user intervention required to resolve issues. 4. Demonstrates the ability to provide sound technical advise, guidance and assistance to all ITSC functional teams.
2. KRA: Systems Monitoring and Development	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • System administration and maintenance of the Data Network is effectively maintained • Wider Area Network performance and operation is monitored and optimised remotely by providing and recommending appropriate tools • The principal network manager/system administrator is assisted in the performance of the following functions: <ul style="list-style-type: none"> ○ Monitor Network system operation remotely. ○ Audit trail and ID/password administration. 	<ol style="list-style-type: none"> 1. Demonstrates ability to manage of all data network supported by the ITSC. 2. Demonstrates ability to manage the WAN and provide relevant improvement options that align with business objectives. 3. Demonstrates ability to support the Network and Systems Managers by monitoring networks remotely and providing audit information as required.

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3. KRA: Vendor Management	
Accountabilities	Capabilities
<ul style="list-style-type: none">• Network suppliers provide us with the service levels agreed.• Configuration management documentation is maintained in conjunction with the relevant vendors and all authorised parties have up to date copies of this documentation.• Vendor performance is monitored during emergency replacement and configuration of failed or upgraded network components procured under the relevant contracts.	<ol style="list-style-type: none">1. Demonstrates ability to ensure vendors are meeting agreed SLA's2. Demonstrates ability to manage vendor supplied documentation to ensure it adheres to our documentation standards.3. Demonstrates ability to manage vendors effectively during emergency and routine network replacements and adjustments
4. KRA – Research and Development	
Accountabilities	Capabilities
<ul style="list-style-type: none">• New and emerging technologies are researched and where relevant brought to the attention of the Network, Systems or Infrastructure & Operations manager• Current solutions are development to ensure their true potential is reached	<ol style="list-style-type: none">1. Demonstrates ability to research new technologies that may benefit the organisation.2. Demonstrates ability to observe current networking structures and develop ways of achieving higher network performance (speed, costs, bandwidth, latency and uptime)

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Person Specification	
Professional Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • 7 to 10 years of Network Engineering • Significant experience with Windows operating systems (NT, 2000, 2003), network design, architecture, security, server-based computing and configuration, Cisco routers/switches/firewalls, load balancers, Microsoft SQL, DNS, LDAP, and SSL certificates. • Ethernet • VoIP • Wireless Networking • Network Acceleration and Compression • Strong documentation/communication skills • A team player who also knows how to manage their own business activities and time • Ability to recognise the importance of attention to detail and following through on commitments • Adaptability and flexibility, with a can do attitude. • Relationship building and persuasiveness. • A high level of energy and drive • Ability to handle pressure and ambiguity • Strong commitment to achieving personal and career goals • High-level self-confidence, personal integrity and a willingness to work within the ethos of the Uniting Church and the values of UC Ageing.
	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Experience in the non-profit sector • Familiarity with and understanding of the Uniting Church organisational culture and values • •
Education/ Academic Qualifications	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Microsoft Certified Systems Engineer Qualification (MCSE) CCNA certified -strongly preferred
	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Relevant Cisco Qualification(s) • Proven experience implementing and managing enterprise sized LAN and WAN networks
Key Working Relationships	<p><i>Internal</i></p> <ul style="list-style-type: none"> • Stakeholders • ITSC Infrastructure • ITSC Operations • ITSC PMO • Director of Information Management and Technology
	<p><i>External</i></p> <ul style="list-style-type: none"> • Selected Vendors • Others as required
Direct Reports:	NIL

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Occupational Health, Safety and Welfare Requirements	<ul style="list-style-type: none">All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
UnitingCare Ageing Expectations	<p>All staff are expected to:</p> <ul style="list-style-type: none">At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures ManualAlign their work with the Vision, Mission, Values & Strategic Directions of the UnitingCare Ageing Organisation;Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager;Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to Uniting Care NSW ACT's Vision, Mission, Values and Strategic Directions.Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement
OTHER RELEVANT INFORMATION <ul style="list-style-type: none">This position description is indicative of the range of job requirements.The job comprises other accountabilities as required.It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Conduct, Values, and its policies and procedures.	

Incumbent's Name: _____

Signature: _____

Date: _____

Manager's Name: _____

Signature: _____

Date: _____