

# ROLE DESCRIPTION



MAKE GREAT HAPPEN



<b>Position Title</b>	Senior Systems & Networks Engineer	<b>Job Ad Reference</b>	TQ2024 177
<b>Region or Business Unit</b>	Australia Pacific Training Coalition (APTC)	<b>Closing Date</b>	26 February 2024
<b>Portfolio</b>	Information and Communications Technology (ICT) Team		
<b>Location</b>	Regional Head Office , Fiji		
<b>Classification Salary</b>	NS4		
<b>Employment Status</b>	Fixed-Term, Full-Time to 31 March 2025		

## About TAFE Queensland and the Australia Pacific Training Coalition

TAFE Queensland is the largest and most experienced Vocational Education and Training provider in the State. For more than 140 years, TAFE Queensland has delivered practical and industry-relevant training to provide students with the skills and experience they need to build lifelong careers. Our training is delivered to students and apprentices on-site, online, in the workplace, on-campus and in markets offshore to give people the skills they need to enrich their communities, support their industries and strengthen their local economies.

TAFE Queensland also implements the Australia Pacific Training Coalition (APTC) on behalf of the Department of Foreign Affairs and Trade (DFAT). APTC is a centre for training excellence, providing Australian-standard training qualifications and skills across the Pacific and Timor-Leste. As Australia's key Technical and Vocational Education and Training (TVET) investment in the region, APTC works collaboratively with TVET stakeholders to achieve training delivery outcomes and reforms to national and regional TVET systems.

APTC has country offices in Fiji, Vanuatu, PNG, Samoa, Solomon Islands and Timor-Leste and representatives in Kiribati, Nauru, Tonga and Tuvalu. The Country Offices are supported by a range of services provided from a regional head office located in Suva, Fiji.

By working at TAFE Queensland, you can be part of a highly experienced workforce closely connected with their industries and dedicated to delivering best practices and innovative training for our students, TVET partners and the Government of Australia.

For more information about TAFE Queensland visit: [www.tafeqld.edu.au](http://www.tafeqld.edu.au)

For more information about the APTC visit: [www.aptc.edu.au](http://www.aptc.edu.au)

## Your Opportunity

As the Senior Systems and Network Engineer, you will be responsible for providing central support of the APTC Information and Communication Technology (ICT) infrastructure and software including Datacentre servers, Regional head office and campus location servers, networks, email, phone and all other communication equipment and devices within APTC. The Senior Systems & Network Engineer will actively lead in the maintenance of the security and backups of APTC electronic data and databases within APTC.

The Senior Systems & Network Engineer is responsible for the implementation of the APTC ICT projects to build and strengthen APTC's reputation as a centre for training excellence and collaboration.

Working in collaboration with the ICT Team, the Senior Systems & Network Engineer has responsibility for providing quality control for APTC ICT within RHO and all Campus including support for Bilateral programs.

The Senior Systems & Network Engineer will report directly to Manager ICT based in the Regional Head Office (RHO) in Suva

## **Key Responsibilities**

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- Provide a high level of customer service both internally and externally including bilateral & TSSP programs.
- Conduct regular preventative and corrective maintenance of all ICT infrastructure including servers, network hardware, phone and all other communication equipment.
- Resolution of all service or incidents based tickets assigned via the Service Desk Management Tool.
- Provide end user support for APTC campuses that have minimal ICT presence including liaison with ICT staff/contractors for required services.
- Oversee the Install and configure end user equipment, including laptops, mobile phones, as per approved work instruction.
- Management of backups including implementing required rotation cycles, monitoring, rectifying and verifying integrity of the routine backups of APTC campus and datacentre.
- Lead major procurement activities as directed by the Manager ICT in line with the procurement policy, ensuring assets are registered on receipt for APTC. This includes the preparing specifications for requirements, vendor arrangements, obtaining quotes and submitting for approval.
- Implement and maintain firewalls and other networking hardware and applications to ensure that cyber security standards are in place for APTC, bilateral and TSSP programs which fall under APTC governance.
- Identify and mitigate any critical risks to the business to ensure that data integrity is not adversely affected.
- Provide support to Manager ICT and Cyber security Analyst to mitigate cyber security risk.
- Assist with the implementation of cyber security standards and policies within APTC as well as promoting a culture of security awareness among all stakeholders
- You will be responsible for leading, following and promoting established security protocols, identifying and reporting any security risks or incidents, and collaborating with the ICT Team to implement appropriate controls and measures.
- Develop, update and maintain the Network Architecture for APTC with the relevant information.
- Lead and facilitate the regular research initiatives (testing and evaluating) to support recommendations for new technology, hardware, software and network systems to ensure effective and up to date operation of ICT systems for the APTC
- Update and monitor Mobile Device management platform to ensure all devices are compliance with cyber security standards. Provide fortnight reports to Manager ICT identify risk with a mitigation plan.
- Oversee ICT audits to ensure that all ICT equipment is available and tracked using the appropriate asset management application in collaboration with the Property & Facilities team for APTC.
- Liaise regularly with the ICT management and prepare reports as required.
- Undertake project work related to the data center and Regional Campuses, such as capacity planning, hardware upgrades, system integrations, and infrastructure expansions.
- Proactively identify opportunities to optimize data center and regional campus maintenance processes, reduce costs, and enhance efficiency while ensuring high-quality ICT services.
- Monitor Datacentre server health and provide routine reports to ICT Management
- Provide leadership and guidance to the ICT team, ensuring effective collaboration and coordination of activities.
- Maintain Patch Management Application for all APTC ICT equipment
- Ensure that all ICT equipment available and tracked using the appropriate asset management application.
- Maintain the organization's data center located in Brisbane, which houses core servers and networking infrastructure.
- Undertake regular research initiatives (testing and evaluating) to support recommendations for new technology, hardware, software and network systems to ensure effective and up to date operation of ICT systems for the APTC.
- Review and analyze vendor quotes and proposals, comparing prices, specifications, and contractual terms to determine the most cost-effective options.
- Monitor technology reliability, identify user needs, analyse data and produce accurate reports in order to recommend IT solutions to support informative decision-making.
- Microsoft 365 administration, support and maintenance (Teams, SharePoint, One drive)

- Allocate duties to ICT officers and System & Network engineer in the ICT Team to ensure timely delivery of outcomes.
- Provide support to Assistant Manager ICT when required.
- Complete any other duty assigned by Manager ICT.
- Participate in relevant working groups, as required.

## **How you will be assessed**

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Within the context of the role description, the ideal applicant will be someone who has the following key capabilities:

- A minimum 5 years' experience in a similar ICT role with demonstrated ability to work independently and as part of a small and dedicated team.
- Experience working with VMware and Microsoft Active Directory; Veeam backup and replication, ESET Protect, Fortinet, Cisco and Meraki technologies.
- Experience working with Disaggregated hyperconverged solution.
- Experience coordinating solution implementation in remote locations.
- Experience providing remote support in remote locations.
- Proven ability to exercise sound judgement in the application of existing policies and procedures.

## **Qualifications / Requirements**

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*Mandatory requirements:*

- Degree level qualification or post-secondary qualification or demonstrated experience in related field.
- Demonstrated high level of customer service skills with experience in solving problems associated with highly complex systems and preparedness to work after hours as and when required.
- Demonstrated high level of interpersonal, written and verbal communication skills including the ability to relate effectively, collaboratively and ethically to staff, students and other stakeholders (including the ability to liaise with industry and partner institutions).

*Highly desirable requirements:*

- Experience working with Disaggregated hyperconverged solutions.
- Professional VMware and Microsoft certification.
- Experience working on an aid-funded project, preferably Australian Government.

## **How to Apply**

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*To apply for this role, please provide the following:*

- A covering letter that outlines your known skills, knowledge and experience in response to the "How you will be assessed" criteria above (maximum of 2 pages in total).
- A current detailed Curriculum Vitae/Resume which outlines your relevant work experience and any other information that is relevant to this role. Please include copies of relevant qualifications and the contact details of two referees (one of whom is your current supervisor).

***For further information, please contact:***

Mohammed Shafraz Shameel, Manager Information and Communication Technology (ICT)

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## **Additional Information**

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- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.
- The incumbent is expected to be collaborative, flexible and willing to assist others during peak periods and absences, as required.
- A criminal history check will be initiated on the preferred applicant.
- The successful applicant will be required to complete a period of probation.
- The possession of a motor vehicle driver's licence is essential.
- If the preferred applicant has been engaged as a lobbyist, a statement of their employment will be required.
- A non-smoking policy applies in APTC buildings, offices and motor vehicles.
- The preferred applicant maybe required to obtain a Working with Children's Check
- You may be required to undergo a medical check.
- You may be required to travel and work across various APTC locations.
- Travel and overnight absences from base may be required for this position.