

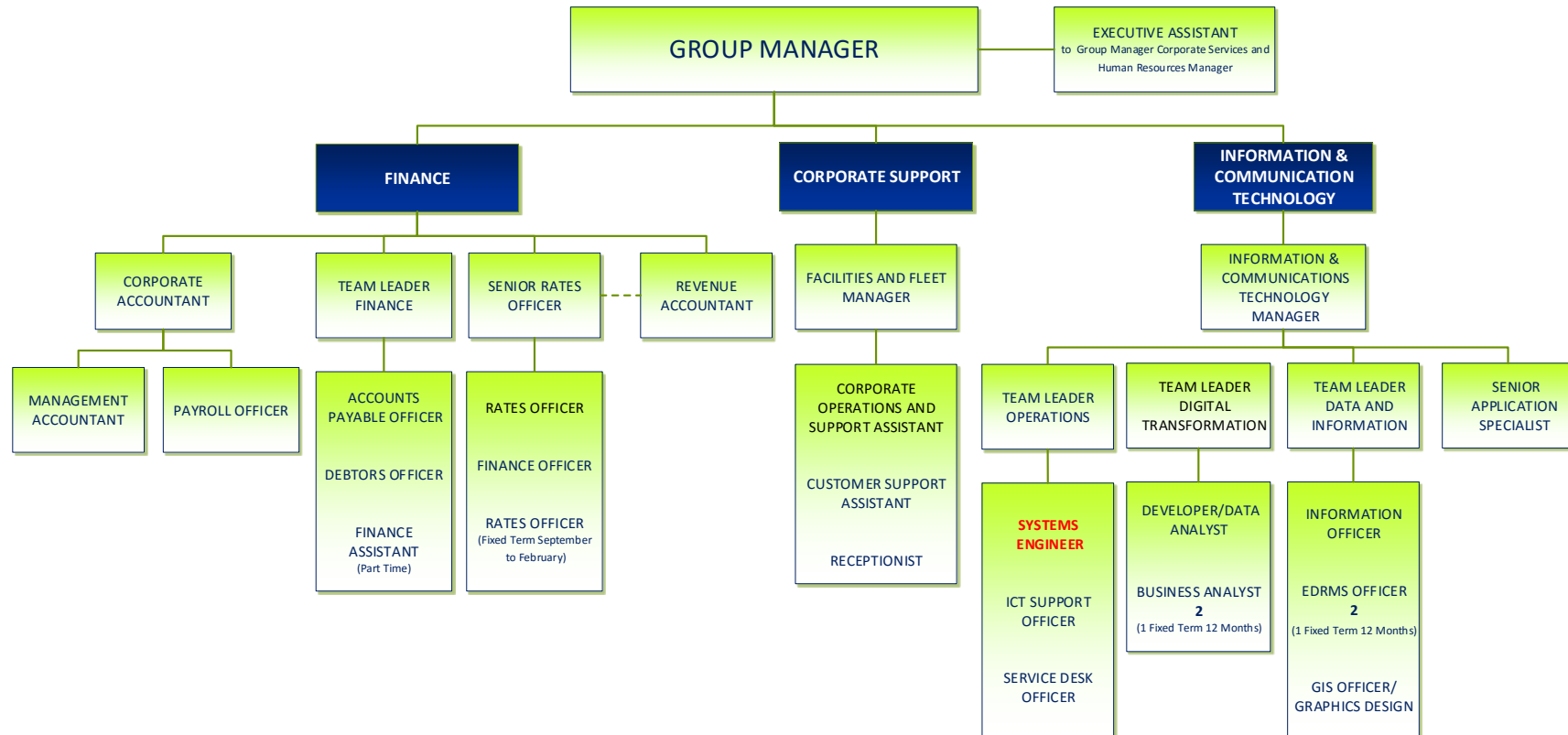
# HAWKE'S BAY REGIONAL COUNCIL

## Job Description

<b>Position Title:</b>	<b>Systems Engineer</b>		
<b>Responsible to:</b>	ICT Team Leader Operations		
<b>Responsible for:</b>	N/A		
<b>Salary Range:</b>	Progress above the Estimated Market Value (EMV - 100%) level is based on sustained individual officer performance:		
	\$59,780 (80%)	\$74,725 (EMV - 100%)	\$85,934 (115%)

**Job Context:**

### Corporate Services Group



### **Section Aims (Why does the section exist?)**

The ICT Team provides the following role and functions as part of the Corporate Services Group:

- Delivery and support of End User hardware and software services; on-site, remote access and mobile.
- Delivery and support of Telecommunications technologies (landline and mobile telephony, internet and mobile data).
- Development, delivery and support of custom applications and software.
- Development, delivery and support of GIS services and solutions.
- ICT-related professional services; Project Management, Business Analysis, Reporting, Product Enhancement and Development, Procurement, Contract Management.
- Delivery and support of information management services; records management, library services, mailroom.
- Delivery, support and maintenance of core technology infrastructure.
- Actively participate and contribute to the long-term success of Shared Service initiatives within the region.
- Actively participate and contribute to national and regional initiatives; data sharing, joint procurement, cloud computing, standardisation, interoperability.
- Ensure outsourced and managed services are fit for purpose, cost-effective and high value.

### **Role of Systems Engineer (The specific role)**

The role of Systems Engineer is to provide relevant, professional input into the roles and functions as outlined above in order to ensure the ICT Team achieves its objectives. Your specific role of Systems Engineer will require input which will relate to your relevant skills, the needs of the specific role and your experience but will also include activities that extend and provide for your individual professional development. Expectations will be regularly discussed with you and expectations will be fair and reasonable and within the broad requirements outlined above.

### **Role Expectations (Indicative examples that show the work is being done effectively)**

- 1st, 2nd and 3rd level support of End User hardware and software services is timely and professional.
- Desktop and User operating environment is secure, reliable and fit for purpose, via GPO's, thick and thin client computing platforms, and cloud solutions.
- End User expectations and requirements are consistently met and work is performed to a high standard.
- Support and mentoring to level 1 and 2 ICT technical staff, including assistance with user support escalations.

## **POSITION TITLE: SYSTEMS ENGINEER**

- Back end server administration and troubleshooting of services that directly contribute to end user requirements are performed in a timely and professional manner. These back end system services include Print, Anti-virus, Email, File backups and restores, Client Firewall, File and Email access/permissions and wired and wireless networks.
- Maintaining and progressing Office 365, Azure, vDaaS and ADFS environments, and future cloud systems.
- Backfill of other ICT Operations staff on occasion is evident.
- Timely response to critical and/or serious after-hours incidents or disruptions to ICT Services is evident.

## **Continuous Improvement**

All Hawke's Bay Regional Council (HBRC) staff is expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC.

This means:

- Maintaining a positive overall attitude in the workplace as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Active involvement in decision making processes when the opportunity is made available.

## **Health and Safety**

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC.

This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.

## **POSITION TITLE: SYSTEMS ENGINEER**

- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Maintaining a clean and tidy workspace.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

## **Emergency Management**

All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area.

This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## **Key Skills**

### **Qualification**

- Desired: Microsoft, ITIL or other industry standard Certification.

### **Knowledge**

- Strong working knowledge of client systems in a business environment.
- Understand fundamentals of computer networking in a business environment.
- Knowledge of common server technologies such as VMWare, Citrix XenApp or other virtual/thin computing technologies.
- Complete proficiency in maintaining an enterprise desktop environment using GPO's.

**Skills**

- Microsoft Windows and Office Products, as well as Microsoft cloud based application and systems
- Proven experience with hardware troubleshooting and repairs, including building machines via cloning technologies
- Troubleshooting desktop-related issue on servers; such as Printing, Anti-virus, Firewall, File and Email access/permissions and wired and wireless networks.
- Proficient with configuration and troubleshooting of mobile devices and operating platforms; iOS and Android.
- Strong experience within an ICT service delivery business unit.
- Excellent time management and task prioritisation skills.
- Excellent written and verbal communication skills.
- Experience working with cloud vendors of IaaS and vDaaS technologies

**Personal Attributes**

- Self-motivated.
- Customer focused.
- Take pride in improving processes.
- Works smart.
- Willingness to take on responsibility, be accountable and be decisive.

**HBRC's Vision, Purpose and Values**

**Our Vision:** A healthy environment, a vibrant community and a prosperous economy.

**Our Purpose:** We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

<b>Our Values:</b>	<b>Partnership and Collaboration</b>	We work with our community in everything we do
	<b>Accountability</b>	We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
	<b>Transparency</b>	We report on what we do and the value this delivers for our community
	<b>Excellence</b>	We set our sights and expectations high, and never stop striving to do better