

POSITION TITLE:	Infrastructure & Network Support Engineer		
GROUP:	Corporate Services	SECTION:	Information and Communication Technology
REPORTS TO:	Team Leader Technology Solutions		
RESPONSIBLE FOR:	n/a		
FAMILY:	TP1	GRADE:	15
DATE REVIEWED:	May 2024		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

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.

Our Values:

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

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The role of Network and Infrastructure Support Engineer is pivotal in ensuring the seamless operation and continuous improvement of HBRC's technology infrastructure. This position requires a blend of technical expertise, consultancy, and support services to meet the business's objectives. The engineer will be responsible for supporting the Senior engineers to assist with managing and maintaining the infrastructure, hosting environments, networks, cyber security measures, and technical business continuity plans.

The Network and Infrastructure Support Engineer will work closely with senior roles within the organization to ensure that the ICT platform is available, reliable, scalable, and secure. This involves collaborating with various departments to understand their technology needs and providing solutions that align with the overall ICT strategy.

GROUP AND TEAM GOALS:

Technology Design and Development

The Technology Solutions team ensures that the technology being delivered across HBRC and the wider sector is designed and delivered in a way that is appropriate, effective, aligned with our technical strategies, architecture, roadmaps, and operational standards. The purpose is to ensure our technology landscape is optimised and documented in terms of its:

- Enterprise Architecture
- Data Architecture
- Solution Design
- Development and Integrations
- Emerging Technologies

The Technology Solutions team also ensures that the infrastructure and network services, systems and data is accurate, secure, reliable, scalable as required, and can effectively support staff across HBRC in their roles and in the provision of strategic projects. The purpose is to provide fit for purpose infrastructure solutions and services, to both internal and external users, encompassing:

- Hosting & Storage
- Security, including Cyber
- Technical Resilience, Incident Response and BCP
- Network Management
- Hardware Procurement
- Desktop Management
- Support escalations

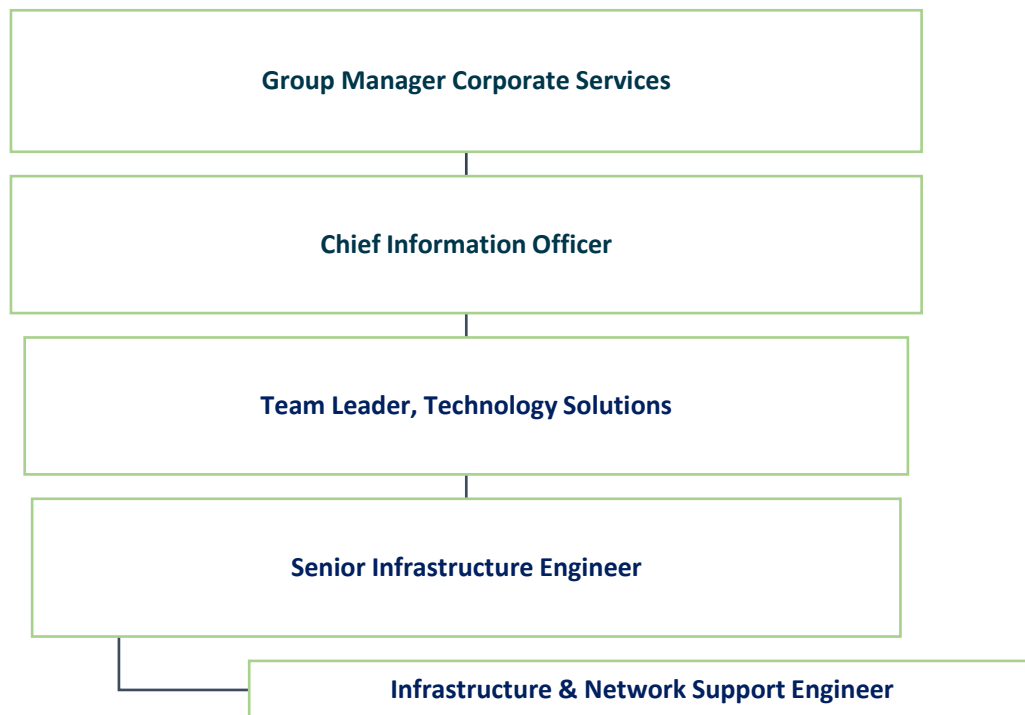
The team aims to promote new technologies that are consistent and meet the requirements of future applications and security solutions. Also encouraging technical-related decision making throughout the organisation, empowering key stakeholders.

This team often works with third party vendors and suppliers, as such the team manages infrastructure and hardware budgets, procurement and supplier contracts and relationships.

This team sits within the wider ICT Team, which 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 and records management
- 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.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITES

Core Infrastructure

- Document and maintain HBRC's infrastructure strategy and other detailed artefacts, aligned with ICT's technical strategy.
- Implement, maintain and develop the infrastructure's software and hardware components. This includes but is not limited to:
 - Physical and virtual server infrastructure
 - VMware
 - Email environments
 - M365 licensing, configuration and backups, including the M365 tenant and Azure cloud platform
 - VOIP MS Teams Telephony
 - Intune MDM and MAM Management tools
 - ⊖ AD and AAD
- Design, build, document and upgrade of servers and server platforms, looking to optimise outcomes for HBRC in terms of cost, security and operational effectiveness
- Design, deploy, and manage cloud-based solutions, ensuring that our business can take full advantage of the scalability, flexibility, and cost savings that the cloud offers. Where cloud infrastructure is outsourced, maintain vendor relationships, manage outsourcing budgets, and ensure the reliability, security and resilience of these arrangements.
- Manage current server infrastructure and troubleshoot hardware, software and integration issues.
- Work with contracted service providers to ensure infrastructure SLA's are maintained and achieved and HBRC's use is optimized from a cost perspective.
- Seek continuous improvement and drive innovation in HBRC's use of infrastructure technologies to optimize cost, performance & operational effectiveness

Storage and Backups

- Maintain and configure storage as required, ensure that backups are current and available, that the solutions are future proofed, secure, scalable, and fit for purpose.

Security

- Bring a security lens to the role, ensuring robust security practices and protocols are adhered to, both in-house and with vendors. With the support of the Network & Security Engineer, this includes:
 - Provide recommendations and guidance to HBRC where risks or vulnerabilities are identified.
 - Maintain strong security in the infrastructure environment, including network security, cyber security and ensure secure data. Implement security audits across the environment and with vendors.
 - Ensure that relevant security processes and procedures are maintained and up to date, including the Incident Response Plan. Provide advice to the organisation in the event of a cyber security incident as part of the ICT Incident Response Plan.
- Recommend, schedule and manage application audits across the ICT infrastructure.
- Monitor vulnerabilities through HBRC's threat detection platform and apply any patches as necessary.
- Ensure all applicable solutions, vendors and 3rd party suppliers meet security standards. Ensure vendors and suppliers are providing audit/accreditation outcomes on a regular basis.

Continuous Improvement

- Provide advice to the team on the digital ecosystem for the network, infrastructure, and its security.
- Mentor and train other members of the ICT team around maintenance, support, upgrade, and security of physical and cloud infrastructure.
- Contribute to the Quality Management System as part of everyday business practice, including developing, reviewing, and improving business processes, maintaining a strong customer focus and a commitment to the continuous improvement program.

Technical Support

- First line support, management and resolution in the event of a technical incident, as a core member of the ICT Critical Response Team.
- Provide support to wider members of the ICT team in analysing, troubleshooting and resolving core infrastructure, technical configuration and implementation issues.
- Bring a solution mindset to the role, working effectively with cross functional teams to provide assistance, expertise and solutions to problems.
- Work closely with key stakeholders to provide technical expertise as required.
- Translate complex IT concepts into terms to suit the audience.

Technology Leadership

- Provide quality technical documentation on Infrastructure systems and applications and decisions.
- Ensure that agreed infrastructure related projects and activities are planned, delivered, and closed with agreed timeframes, to agreed budgets.
- Provide inputs to the ICT Program of Work, based on the activities planned within the environment and your recommendations. Ensure this work is part of the Technology Solutions workplan. Provide updates and reporting on progress as required.
- Maintain a regular operational calendar for HBRC's technical infrastructure – ensuring repeatable and scheduled events are included in the infrastructure plan.

- Provide expert contributions to technical decisions related to Security, Resilience, Scalability, Cost Management, IT Infrastructure design and System administration.
- Manage infrastructure upgrade and ICT hardware upgrade projects as required.

Other Skills:

- Strong communication skills. An ability to distil and summarise and communicate complex and technical concepts in a way that is relevant for different stakeholders.
- Strong documentation skills. An ability to document designs, decisions, and approaches in a clear and concise manner.
- An ability to read and understand and summarise technical documentation and determine impacts and design implications for HBRC.
- Planning and prioritisation. Ability to effectively plan and prioritise work, maintain work schedules and use work management tools such as JIRA and Confluence to keep work up to date and flowing through the work management process.
- Teamwork, Problem Solving and Collaboration. Work across teams to troubleshoot, provide recommendations and solutions to problems.
- Curiosity about technical concepts, with an ability to learn new skills and adopt new technologies

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is always projected in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are 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, including promoting HBRC in a positive manner, 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 other 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.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

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.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. 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.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant Bachelor's degree or equivalent tertiary qualification
- 1-3 years of experience in a similar role/relevant industry
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Good understanding of infrastructure design and implementation, with the ability to troubleshoot complex network issues.

- Experience in storage technologies and server lifecycle management, cloud solution deployment, cloud services management and cloud/server/network backup solutions.
- Knowledge in M365 management, support and licensing
- Good understanding of backup and resilience design and implementation
- Knowledge in Server hardware and software infrastructure including troubleshooting/reconfiguring and upgrading.
- Strong disciplines in risk prevention and security controls across the ICT environment
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives, and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name