

Job title: IT Systems Engineer	
Classification: Band 6	Effective Date: July 2024
Reports to: Coordinator Cyber and Infrastructure	Tenure: Fixed Term

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

We are looking for strong technical systems engineer, experience across multiple technical domains and solutions, customer obsession, a positive attitude, and a desire to be challenged and learn. Working in a customer focussed IT team, the role provides professional advice to customers to align with the business processes and system needs of the organisation.

Key Responsibilities

Position Specific Responsibilities

- Specialist support for the ongoing cybersecurity, maintenance and continuous improvement of Council's IT infrastructure (hardware, cloud and on-premise infrastructure and desktop applications, Microsoft 365, backup, LAN/WAN desktop and mobile devices, printers, telephony solutions, etc.).
- Level 2 & 3 technical support and troubleshooting across a range of exciting technologies (AWS, Azure and/or Google Cloud, Microsoft, Next-Gen Firewalls)
- Work closely with stakeholders to effectively deliver system requirements and key projects.
- Evaluate new technologies and provide technical reviews and improvement recommendations.
- Manage the installation and integration of systems fixes, patches, updates, and enhancements.
- Produce technical server and end user designs and maintain solution as built documentation.
- Provide effective input into the process of continuous improvement of services and provide assistance in the development and implementation of process improvements as required.
- The incumbent in addition to performing the duties outlined, may from time to time, be required to perform other works as required that, in the opinion of the employer falls within the scope of the incumbent's classification and capabilities.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position is accountable to the Cyber and IT Infrastructure Coordinator. The incumbent is required to operate with a high degree of professionalism under the direction of the IT leadership team.
- The incumbent must be aware of the normal operation of mobile and computing devices within Council and be able to make decisions regarding the operation of those devices with a high level of expertise. Guidance and advice will be available within the time required to make a choice.
- This position requires making operational decisions under general supervision.

Specialist Knowledge and Skills

Technology

- Must have a detailed and demonstrated understanding of Microsoft Windows Operating Systems, Microsoft Windows Server Operating Systems, Public Cloud Platforms, M365, Power Platform, VMWare, and related technologies.
- Knowledge and experience in developing standard operating systems, including experience in the identification and resolution of device SOE failures, problems, and image deployment.
- Knowledge of Microsoft Windows, Apple and Android Operating Systems.
- Excellent working knowledge of Microsoft Office and other relevant software applications.
- Proven ability in the installation, maintenance and configuration of Microsoft Azure solutions, Microsoft servers, Microsoft based desktop operating systems and Mobility devices operating systems.
- Experience with cloud networking solutions and architectures.
- Knowledge of Essential 8, NIST and other security frameworks and principles.
- Knowledge of security issues, workflows and systems.
- Other technical skills
- Technical and analytical skills in the area of computer and mobility administration.

- Ability to follow project work plans and prioritise work commitments.
- Ability to ensure project delivery in consultation with the Manager Organisational Technology, within agreed timeframes.

Qualifications and Experience

Qualifications/ Certificates /Licences:

- 3+ years relevant industry experience.
- Experience in measuring performance of systems.
- Demonstrated experience with hardware and software fault definition and resolution.
- Demonstrated experience supporting software, applications, cloud and Microsoft environments, with a focus on identity management.
- ITIL training and qualifications would be an advantage.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Other Attributes (Desirable)

- Requires a high degree of technical ability tempered by a superb Customer focus philosophy.
- Knowledge of the corporate computer systems in use at Whitehorse.
- Certification in Microsoft Operating Systems, Microsoft Cloud or software products.3+ years relevant industry experience.

Interpersonal Skills

- The capacity to liaise effectively with staff and suppliers. Ability to gain co-operation and assistance from clients, contractors and employees in the administration of the Systems Engineer position and be able to liaise with counterparts in other organisations to discuss specialist matters.
- Ability to manage time, prioritise allocated work tasks and respond effectively in busy periods.
- Ability to operate with patience and empathy when under pressure.
- Ability to support strategies, programs and policies of the IT Department and Council.
- Proactive in keeping management informed of issues that may impact service standards.
- Good communication skills, both verbal and written.
- Skill to work autonomously and as an effective member of a team.

- Ability to support strategies, programs and policies of the IT Department and Council.

Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including, Information Technology Manager, Executive, Managers, Business Support teams and the user base. The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- The position may require contact with residents and community group representatives on matters relating to the Whitehorse computer systems.
- The position will liaise with all IT support staff, suppliers, and Whitehorse City Council employees.

Management Skills

- The successful applicant must have skills in managing time, setting priorities, planning and organising their own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Must be familiar with budgeting techniques to ensure that projects are managed within cost constraints.
- Must provide appropriate scheduling of IT tasks to IT support staff.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in Information Technology or similar.
2. Knowledge of ICT trends, issues, and opportunities particularly those related to infrastructure, Microsoft 365, cloud (IaaS, PaaS, and SaaS), applications and mobile management.
3. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.

4. Demonstrated ability to provide customer service and second level infrastructure and identity support, maintaining Windows systems and Microsoft 365 management, while adhering to SLAs.
5. Demonstrated ability to produce technical designs, upgrades and patching procedures, end user device image creation and management, infrastructure lifecycle management.
6. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.

Physical Requirements

TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments:

The position includes an inherent physical requirement to complete repetitive office-based activities and also heavy lifting may be required. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.

A clear National Police check is essential, and a driver's licence is desirable.

The position may be required to attend out of hours meeting.

The position may be required to work from different locations within the municipality