

## Position Description

<b>Position:</b>	Senior Microsoft Systems Engineer
<b>Department / Division:</b>	Consulting and ICT Services
<b>Reports to:</b>	Senior IT Consultant
<b>Last review:</b>	June 2016

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### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years.

With over 100 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing ageing, disabled and Indigenous communities.

Our products and services are used by nearly 5000 organisations across the sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the quality of life of the most vulnerable people in our community and drive social inclusion. We believe no-one should be left behind in today's digital world.

### Purpose / Job Summary

The **IT Services –Senior Microsoft Systems Engineer** is responsible for design and implementation of technical solutions from the IT Services team, ensuring our services are viewed by clients as *'best in class'*; enabling staff and volunteers to work effectively and offering excellent value for money.

The IT services team provides technology services for non-profit clients including:

- » Design and implementation of ICT infrastructure including solutions based in the cloud, local infrastructure and hybrid environments
- » Office 365 migrations
- » Managed desktop and infrastructure services
- » Technical advisory and architecture services

Clients are supported through managed support contracts, projects and casual (as-required) support activity.

This role reports to the Senior IT consultant and works closely with the other members of the IT services and consulting teams.

The role provides leadership to the IT Services team in regards to technical solutions.

This position is located at the Richmond head office and a driver's licence is required for this role.

## Key Objectives

To lead technical design and delivery of services from the IT Services team to Infoxchange clients.

## Key Working Relationships

### Internal

- » Project & Project Delivery Staff
- » Senior IT consultant
- » IT Services Manager
- » Business Development, Partnerships & Account Management personnel
- » Microsoft Systems Engineers

### External

- » Infoxchange clients
- » Partners and vendors

## Key Duties and Responsibilities

### High quality, customer focused project services 50%

- » Lead the design and installation Microsoft technologies, including
  - > Microsoft Office 365 cloud services
  - > Microsoft Azure technologies
  - > Windows Server 2008 & 2012 and Active Directory services
  - > Microsoft Exchange, SQL, dynamics CRM and SharePoint
- » Provide quality, appropriate technology advice to Infoxchange clients
- » Support business development activity in a pre-sales and solution design scenarios

### Excellent Support Services 25%

- » Second level support services on key Microsoft technologies
- » Support of IT technicians to provide second level support

### Provide Leadership and improve services & capability 25%

- » Improve Infoxchange processes, procedures and work-practices

- » Support the identification and implementation of new Infoxchange services that can benefit the sector
- » Develop Infoxchange staff knowledge of key products such as Office 365
- » Mentoring of other IT services staff

**Note:** Responsibilities stated above reflect the primary functions of this job and should not be construed as an exhaustive list of duties

## Key selection criteria

### Knowledge, experience and skills

To succeed in this role at Infoxchange, you will have/be:

- » Extensive knowledge and experience designing, implementing and supporting:
  - > Microsoft Office 365 cloud based services
  - > Microsoft Windows Server 2008 R2 & 2012 and Active Directory
  - > Microsoft Exchange, SQL and SharePoint
  - > Virtualisation technologies such as Hyper-V.
- » Experience developing and improving technical migration practises and procedures
- » A solid understanding of network services such as VPN, DNS and DHCP configuration, firewall administration and a fundamental understanding of network security best practises and general application / server performance diagnosis
- » Experience providing leadership to IT staff
- » Experience and skills in liaising with clients in a consulting, service delivery or pre sales environment
- » Knowledge and experience with Lync, Microsoft Azure,
- » Experience with Microsoft Business Intelligence tools, Citrix server farms and Dynamics CRM is also desirable.
- » Tertiary qualifications in an appropriate field are desirable.

### Personal attributes

- » Outstanding customer service ethic
- » Self-starter who demonstrates initiative
- » Ability to quickly learn new concepts and techniques
- » Ability to troubleshoot and resolve presenting problems
- » Ability to think logically and clearly under pressure
- » Excellent verbal and written communication skills
- » Ability to work autonomously and work in a collaborative team environment
- » Ability to provide leadership and mentoring in a team environment
- » Be passionate about the non-profit sector
- » Enjoy working with people and organisations to get the best out of technology

## Employment Conditions

- » Permanent, full time position
- » Working business hours with flexibility as required
- » A drivers licence is required for the role
- » Located at the Infoxchange Head Office in Richmond