

# POSITION DESCRIPTION

## Senior Systems Engineer

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|-------------|--|
| EFT:        | Full time, Permanent (we are a flexible work-place and part-time will be considered) |
| Portfolio:  | Community Sector Products & Services   |
| Reports to: | Manager – Service Delivery   |

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 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 people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

### About the role

The Senior Systems Engineer is responsible for implementation of technical solutions for the Consulting & 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 Consulting & IT services team provides technology services for non-profit clients including:

- » Technical advisory and architecture services

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

This role reports to the Team Leader, Engineering, and works closely with the other members of the Engineering, Consulting & Support teams.

The role provides support to the IT Services team in regard to technical solutions and particularly network technologies. This position is located at the Richmond, Melbourne head office and a driver's licence is required for this role.

The key objectives of this role are to provide technical design, delivery and support of services from the IT Services team to Infoxchange clients.

## Key working relationships

### Internal

- » Team Leader, Systems Engineers
- » Service Delivery Manager
- » Support Manager & Engineers
- » Project & Project Delivery Staff
- » Customer Engagement Team

### External

- » Infoxchange clients
- » Partners and vendors

## Key duties and responsibilities

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

- » Lead the design and installation non-profit technology solutions, including
  - > Microsoft Azure technologies
  - > Microsoft Office 365
  - > Networking technologies
  - > Windows Server and desktop
  - > Microsoft Teams telephony
- » Provide quality, appropriate technology advice to Infoxchange clients
- » Support business development activity in a pre-sales and solution design scenarios

### Excellent Support Services (30%)

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

## **Improve services & capability (20%)**

- » 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
- » Maintain and update documentation so that the ICTS team can provide high quality, efficient services
- » Mentor and share knowledge and expertise with IT services staff

## **Key selection criteria**

### **Required:**

#### **Knowledge, experience and skills**

1. Extensive knowledge and experience designing, implementing and supporting:
  - a. Microsoft Office 365 cloud-based services
  - b. Microsoft Windows Server, and Remote Desktop, Hyper-V and SQL
  - c. Azure and Azure Active Directory
  - d. Microsoft Windows Desktop
2. A solid understanding of network services such as VPN, MPLS, routing protocols, DNS and DHCP configuration, firewall administration and a fundamental understanding of network security best practices and general application / server performance diagnosis
3. Experience managing Fortinet, Ubiquiti, Juniper and other vendor routers, firewalls and switches
4. Experience using MSP management tools such as Kaseya VSA, CSP, & Lighthouse, etc
5. Network certifications, Microsoft Certification (MCP, MCSA, MCSE)
6. Deep experience developing and improving technical migration practices and procedures
7. Experience providing leadership to IT staff
8. Experience and skills in liaising with clients in a consulting, service delivery or pre-sales environment
9. Knowledge and experience with Microsoft Azure and Microsoft Teams
10. Experience with third-party vendor management

#### **Personal attributes**

11. Outstanding customer service ethic
12. Self-starter who demonstrates initiative
13. Ability to quickly learn new concepts and techniques
14. Ability to troubleshoot and resolve presenting problems
15. Ability to think logically and clearly under pressure
16. Excellent verbal and written communication skills
17. Ability to work autonomously and work in a collaborative team environment

18. Be passionate about the non-profit sector

19. Enjoy working with people and organisations to get the best out of technology

## **Employment conditions**

- » Working business hours with flexibility as required
- » Occasional weekend and after-hours project work required
- » Role may also include occasional inter-state travel
- » A driver's licence is required for the role
- » Must complete a criminal records check.