Infoxchange

POSITION DESCRIPTION

Systems Engineer

EFT:	Full time, Permanent (we are a flexible work place and part-time will be considered)
Portfolio:	Community Sector Products & Services
Reports to:	Team Leader, Systems Engineers

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 Systems Engineer is responsible for providing high quality ICT services to internal Infoxchange staff and external Infoxchange clients.

The ITSC team primarily provides installation, management and support services for computers running Microsoft operating systems and software, although some Mac and Linux workstations are also supported. Services include:

» Managed support services - remote and onsite support of desktops, servers and networks

- » Migration, management and support services for clients who use Online Services such as Microsoft Office 365

- » Proactive maintenance

- » Design and implementation of ICT infrastructure solutions

- » Provision of technical advice and improvement recommendations.

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

This role reports to the Team Leader, Systems Engineers, and works closely with the other members of the IT services and systems administration teams.

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

The key objectives of this role are to help organisations improve their digital capability and use ICT efficiently and effectively by providing IT services which are:

- » Cost effective

- » Professional

- » Timely

- » Efficient

and which satisfy our customers.

Key working relationships

Internal
- » Infoxchange staff
- » Team Leader, Systems Engineers,
- » Project Staff
- » Service Desk & Project Engineers

External
- » ITSC clients

Key duties and responsibilities

Service Desk, support & maintenance 40%
- » Provide excellent support services to IT Services clients in a professional and positive manner
- » Act as an escalation point for complex issues for the IT Services team
- » Undertake maintenance activities for servers and Infoxchange Windows Servers
- » Maintain and update documentation

High quality, customer focused project services 40%

Design and implement Microsoft technologies, including:
- » Microsoft Office 365 cloud services

- » Microsoft Azure technologies
- » Windows Server 2008, 2012, 2016 and Active Directory services
- » Microsoft Exchange
- » Provide quality, appropriate technology advice to Infoxchange clients.
- » This includes, leading smaller projects as appropriate.

Improve services & capability 20%

- » Achieve utilisation targets
- » Make significant improvements to Infoxchange processes, procedures and work-practices
- » Maintain and update documentation so that the ICTS team can provide high quality, efficient services
- » Mentor and share knowledge and experience with other Infoxchange staff

Key selection criteria

Knowledge, experience and skills

To succeed in this role at Infoxchange, you will demonstrate:

1. Knowledge and experience designing, implementing and supporting:
   a. Windows personal computers (7+) with and Microsoft Office (2010+)
   b. Microsoft Office 365 cloud based services including Exchange Online
   c. Microsoft Windows Server 2008 R2, 2012 R2, 2016 and Active Directory
   d. Microsoft Exchange
   e. Hyper-V virtualisation technologies
2. Experience migrating clients to Office 365
3. A solid understanding of network services such as VPN, DNS and DHCP configuration, and general application / server performance diagnosis
4. A Microsoft Certification (MCP, MCSA, MCSE)
5. Experience with Microsoft Teams and Microsoft Azure is also desirable
6. Drivers licence

Personal attributes

7. Outstanding customer service ethic
8. Self-starter who demonstrates initiative
9. Ability to quickly learn new concepts and techniques
10. Ability to troubleshoot and resolve complex problems
11. Ability to think logically and clearly under pressure
12. Efficient and thorough with attention to detail and time management
13. Excellent verbal and written communication skills
14. Ability to work autonomously, lead others and work in a collaborative team environment

15. Be passionate about the non-profit sector
16. 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.