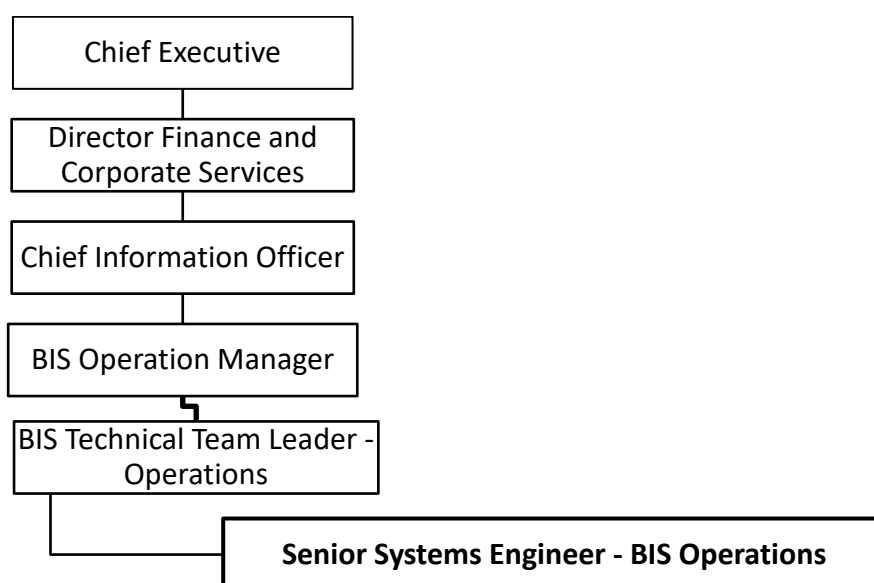# Senior Systems Engineer – BIS Operations

Purpose / Te Arotahi Matua

To lead, improve and design ICT operational services supporting Environment Canterbury staff in delivering their services to the people of Canterbury.

Position / Nohoanga

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                    Chief Executive

                 Director Finance and
                  Corporate Services

                Chief Information Officer

                 BIS Operation Manager

            BIS Technical Team Leader -
                    Operations

                          Senior Systems Engineer - BIS Operations
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Accountabilities / Ngā Kawenga Takohanga

1. Responsible for the design and technical leadership for Environment Canterbury's infrastructure, domain services, and other ICT across the organisation and for critical partnerships.
2. Understand the strategic direction of the organisation and provide advice for the BIS strategy and plans. Oversee the implementation of ICT infrastructural portions of these plans.
3. Develop and contribute to the operational planning and scheduling of maintenance and improvements to all BIS operational activities, and document the outcomes for record keeping and learning purposes.
4. Provide technical advice, make recommendations and implement improvements and efficiencies across ICT services; engaging, influencing and negotiating with internal and external parties to develop fit for purpose solutions.
5. Identify opportunities for improving automated monitoring and issue resolution with the aim to resolve problems before customers are aware of them.
6. Respond to and lead the recovery and restoration of all operational services as required in the event of disruptions or potential issues.

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CE	
Employee	

7. Provide guidance, support, and coaching to other members of the team to support them in delivering service excellence to all internal and external customers and help them grow their knowledge and practice.
8. Comply with customers Service Level Agreements (SLAs) in the most cost-efficient method.
9. Understand and help develop security best practices, policies, and guidelines to achieve secure ICT environments.

Working Relationships / Ngā Hononga Matua

Within the organisation / Ki rō Kaunihera

*   Technical liaison and co-ordination with fellow members of the BIS Operations team to ensure all required support is available to staff.

*   Close working relationship with members of other teams within Business Information Services, to deliver seamless technical services.

*   Liaison and co-ordination required with all staff regarding domain services and system outages to inform staff of service impacts/updates.

Outside the organisation / Ki waho Kaunihera

*   Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.

*   Work alongside suppliers and service providers to manage technical issues and give advice within the scope of ongoing projects being undertaken in conjunction with external ICT consultants.

*   Maintain contacts with local government and similar agencies of ICT services to collaborate and keep current with government ICT strategy.

*   Keep abreast of ICT industry trends and developments by attending technology seminars and reading appropriate literature and implement as appropriate.

Special Conditions / Ngā Herenga Matua

*   This role will require travel throughout the Canterbury region as and when is reasonably determined by the Council.

*   This role will require work outside of normal business hours to meet business needs, this includes being on call on weekends and after standard business hours 7am – 6 pm to take high priority phone calls out of hours and undertake emergency work as and when required.

Health and Safety / Hauora me te Haumaru

Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety and wellbeing very seriously.

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So far as it is reasonably practicable you need to ensure the Health and Safety of yourself, your team, contractors and visitors. You must comply with current Health and Safety legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

Delegations and Authorities / Ngā Tuku Mana me ngā Whaimana

Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media related activities.

Capabilities / Ngā Pūmanawa me te Āheitanga

Qualifications / Tohu Mātauranga

- A formal tertiary qualification in Computer Science or Information Technology.
- A current full drivers licence with a clean driving record and the ability to drive vehicles with manual or automatic transmission.

Experience / Mātau ā-wheako

- At least five years' experience managing server computers and computer networks in large organisations with complex ICT infrastructure (150+ users).

- At least five years' practical experience with Microsoft server-related software products, Microsoft Active Directory, Microsoft Azure Active Directory, Microsoft SQL Server administration, website publishing, certificate management, virtualization technologies and the management of computer networking systems.

- At least five years' experience with public cloud platforms, preferably Microsoft Azure, with a focus on operational administration, cost management, automation and networking capabilities.

- Sound knowledge of network security technologies including gateway, firewall and malware protection systems.

- Familiarity with application hosting and deployment techniques covering infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS) in both private and public Cloud situations.

- The ability to form strong customer relationships to understand their needs along with business needs and make recommendations to develop best outcomes for all.

- Strong facilitation and influencing skills to resolve issues and gain consensus on complex issues or where solutions are not clear cut.

- Proven ability to communicate technical concepts to non-technical audiences.

Core competencies / Ngā mea matatau

Specific behaviours at the technical leader level beneath each of the following organisational competencies. To identify the competency expectations at this level, view the competency framework in the HR Kete or the Environment Canterbury Careers website.

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Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Senior Systems Engineer – BIS Operations will be required to accept and carry out other duties.

Band   6   Position Code   SERVINF.065

I agree to undertake the responsibilities detailed in this job description:

Name / Ingoa:

Signature / Tohu:

Date Signed / Wā haina:

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