

ROLE DESCRIPTION

March 2022

Title & Reporting Relationships

Position Title: Infrastructure Engineer, Digital Solutions Team, Corporate Services Group

Grade: SP 16

Reports to: IT Manager

Direct Reports: Nil

Purpose of the Group and the Position: **The Corporate Services Group** comprises: Corporate Planning and Reporting; Business Improvement, Finance and Digital Solutions. The Group has responsibility for providing the strategic management and robust effective operation of all financial management, information, and technology management, and will undertake continuous monitoring and review of these functions for the Council.

Within this Group the Infrastructure Engineer role works within the IT team to provide stable, predictable, secure, and automated solutions to help create and sustain all the Councils technology environments.

The Purpose of the Infrastructure Engineer role is to:

- ensure the technology platforms and communication networks operate to optimum performance and meet established availability and security criteria
- provide effective advice and support that meets or exceeds the expectations of clients
- provide engineering expertise in building new systems, and re-platforming others
- work productively with the other IT team members to address infrastructure issues and problems
- provide a support escalation point for problems raised by the service desk around infrastructure systems, network, and communication support

This role will be required to be available for 'on call' duties as part of a three-to-four-week rotation across the team.

Indirect Reports: Nil

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

- Digital Solutions Leadership Team

- Application Support Officers
- Service Desk Officers
- Business /Operations Unit Managers
- Key Business users
- Staff from the wider Corporate Services Group and from across other teams within the Council.

External Customers:

- Key Vendors and Service Providers
- Key staff in other Regional and District Councils
- Members of the Public
- Property Professionals
- External Consultants

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team.
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

The Infrastructure Engineer role will work collaboratively within the wider team to provide stable, predictable, secure, and automated solutions to help create and sustain a DevOps type environment. The primary focus for this role will be to effectively:

- maintain and monitor all network, security, and server systems to meet the organisations current and future requirements
- develop and monitor systems and identify issues
- develop and manage knowledge and documentation to support all elements of infrastructure
- implement a continuous improvement programme for infrastructure services
- assist in the review of current technology architectures against industry regulations and cloud/hybrid offerings to identify areas of non-compliance and opportunities for enhancements to service offerings.
- automate tasks within the environment, test and deploy to change and release standards
- actively engage external experts and resources to remain abreast of new developments and requirements related to infrastructure management.
- provide on-call after hours support
- provide Service Desk support.
- manage relationships with vendors

Legislative Compliance

- keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- ensure Council processes and procedures are complied with.

Customer Service

- maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- maintain confidentiality at all times.

Teamwork

- participate willingly and positively in the orientation, training, and support of new staff in specific areas, providing coaching/buddy support as required.
- provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- ensure all financial activity is conducted in accord with current policy and procedures.
- ensure you work within your financial delegation.

Monitoring and Reporting

- review, monitor and report on activity or projects as required by the manager.
- ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- build and maintain effective professional working relationship with all key stakeholders.
- build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic, and effective approach to customer service.
- establish and maintain effective and efficient working relationships with all stakeholders.

- contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions
- exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards, and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment.
- reporting any risks and/or hazards you become aware of in the workplace.
- observing all safety policies, procedures, and precautions, including wearing and using the protective clothing and equipment.
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- experience working as a system engineer in a Microsoft based environment.
- experience working with Active Directory, Azure AD, DNS, DHCP, GPO and LDAP, and PowerShell scripting, exchange (online/hybrid) and SQL server.
- experience with VMware software and platforms
- demonstrated experience with cloud-based solutions and knowledge of the key features of cloud service providers, including demonstrated skills for developing, deploying & debugging cloud applications.
- understanding of SCADA or Telemetry networks is preferred.
- understanding of or skills in API usage, command line interface and SDKs for writing applications.
- experience working with monitoring and auditing systems.
- effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- excellent communicator who can quickly gain the confidence and respect of managers and staff at all levels of the organisation.
- effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- demonstrated ability to multiple activities related to many projects.
- a relevant tertiary or professional qualification with proven working experience in managing VMware systems.
- holder of a current and valid full NZ Drivers' licence.
- demonstrated knowledge of networking concepts.

- demonstrated knowledge of at least one high-level programming language.
- demonstrated ability to deploy, manage and operate scalable highly available, and fault-tolerant systems.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.