ICT Systems Engineer

Technical role that supports the effective operation of ICT infrastructure alongside the facilitation, development and delivery of ICT Infrastructure focused projects and emerging technologies.

Our Tikanga

Whanaungatanga
(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga
(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga
(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga
(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

ICT Systems Engineer – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Manage through to completion Infrastructure BAU incidents/requests and/or assigned tasks.
- Ensure security of WDC ICT environment adheres to best practice.
- Maintain a high level of technical documentation particularly in relation to change activities.
- Identify and provide recommendations in relation to any infrastructure risks to WDC ICT environment.
- Maintain and support the development of operating systems, physical systems, and installed systems with system management tools (MS Endpoint Manager, Autopilot and Autopatch). with due regard to professional organisation and/or technical standards.
- Provide Level 3 support for incidents and requests from the service desk or Level 2 support, when needed.
- Support/manage BAU upgrades, updates and improvements to infrastructure and application suite.
- Document all process changes to infrastructure environment and follow CAB process.
- Actively contribute to Change Advisory board meetings
- Maintain a high level of communication with customers, business owners and other interested parties.
- Develop and maintain effective relationships with customers, support vendors and third-party contracting organisations.
- Stay regularly abreast of industry trends and emerging technologies.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Relevant tertiary qualification in Information Technology or Computer Science.
- Experience as a Systems or Cloud Engineer
- Experience in the design, implementation, monitoring and maintenance of IT systems.
- A good understanding and experience in supporting change management and control.
- Ability to maintain operating systems, physical systems, and installed systems with system management tools (MS Endpoint Manager, Autopilot and Autopatch).
- Experience or strong interest in developing expertise in Cyber Security Systems (example Defender 365, Sentinel)
- Experience in Enterprise networks (example Switches, Zero Trust & Firewalls)

- Experience in Authentication and Identity (MFA, SAML, SSO)
- Comprehensive proficiency across Microsoft technologies, Cloud platforms, Virtualization, storage, and application delivery.
- Ability to communicate complex information with a varied and broad range of stakeholders
- Ability to work effectively with others through development of strong working relationships and provision of clear well thought out advice.
- Ability to work methodically and efficiently and to set and meet appropriate standards and deadlines in a fast-paced environment.
- A team player, who works collaboratively with customers, vendors, and stakeholders with a focus on continuous improvement.

Delegation

Financial responsibilities – No

Position Grade – Grade 15

Organisation Chart – see below

