Position Description

Systems Engineer

Date	November 2026
Purpose of position	To keep Port Otago's technology reliable, secure and current by running day-to-day systems operations across on-premises, Azure/cloud and operational technology environments, resolving problems at their root cause. To provide support for the delivery of IT projects.
Reports to	Head of IT
Key Relationships	• All Port Otago kaimahi. • IT partners/vendors and managed service providers.
Qualifications & Experience	• Relevant tertiary qualification in IT, or equivalent experience, with approximately 3+ years in systems engineering or infrastructure support. • Hands-on experience administering Microsoft 365, Entra ID, Intune, Windows Server and Active Directory, and modern desktop management (e.g. Intune). • Broad technical understanding of hardware, software, database, server, applications, networks and communication technologies. • Hands on experience with deploying and troubleshooting Windows 11, Android and iOS managed devices • Working knowledge of Microsoft Azure, virtualisation, networking and backup/recovery tooling. • Experience supporting Microsoft HyperV environment • Experience scripting and automating routine tasks (e.g. PowerShell). • Appetite to explore and learn new technologies to solve business problems and create business efficiencies.
Skills and Attributes	• A high level of interpersonal skills with a problem-solving focus and the ability to positively engage with people across all levels. • Ability to translate complex technical information to plain English and articulate this to stakeholders. • Calm, confident disposition with the ability to work quickly and accurately under pressure. • Able to self-manage and prioritise own workload. • Methodical approach to documentation, change control and root-cause analysis. • Comfortable to work in an environment spanning both office and industrial areas of technology.
Direct Reports	Nil

Core Responsibilities	
Health and Safety (All Port Otago Employees)	• Takes responsibility for own and others safety. • Follow all Port Otago Health and Safety guidelines and procedures. • Reports and escalates Health and Safety issues appropriately to manager (everybody's responsibility in every situation). • Report all incidents, accident and near misses accurately and in a timely fashion. • Participates in inductions, on-going training programmes and safety drills and briefings. • Ensure strict adherence to safety standards, statutory and legislative requirements, & Port Otago policies and procedures. • Comply with work area PPE requirements. • Follow a "Take 5" personal task hazard identification process as required. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings. • Support safe behaviours through participation in the Port Otago Drug and Alcohol Programme.
Systems Operations	• Take ownership of day-to-day maintenance, patching and monitoring of on-premise and cloud server, network and end-user environments so technology remains current and secure. • Implement and maintain systems in line with the architecture and standards set by the Senior Systems Engineer. • Respond to incidents that are impacting business operations, escalating appropriately. • Maintain accurate system documentation, configuration records and operational runbooks.
Cyber Security	• Support the Senior Systems Engineer in applying cyber security standards across IT infrastructure and critical systems. • Audit systems to identify cyber risks and implement improvements. • Respond to cyber security events, escalating to the Senior Systems Engineer as appropriate. • Maintain systems to cyber security standards. • Raise cyber risks and any exceptions to standards with the Senior Systems Engineer.
Problem Management	• Lead investigations to resolve identified technology problems arising from an event or incident. • Review major technology issues to prevent recurrence and capture lessons learned. • Monitor outstanding problems for status so corrective measures can be introduced where necessary.

	• Analyse incident records and service desk data to identify trends and significant problems before they recur.
Disaster Recovery and Business Continuity	• Support the Senior Systems Engineer to implement and test DR/BC processes, in line with the strategy and plan owned by the Head of IT. • Operate and verify backup and restore processes, including coordination with backup service providers, and record test results.
IT Project Delivery	• Deliver assigned IT projects within the Port Otago prescribed framework. • Collaboratively manage solution implementation, technical and user change management, licensing and communication across assigned projects. • Document agreed solutions, train end users and IT team members.
Service Desk	• Contribute as a technical member of the IT team to the resolution of Service Desk related jobs. • Create service desk solutions to common issues and share fixes with the wider team. • Provide after-hours IT support to Port users as may be required from time to time for urgent issues. • Be available for scheduled and paid out of hours work on an opt in basis.
Vendor Management	• Work day-to-day with IT partners, vendors and managed service providers to ensure support and expertise is aligned to Port Otago expectations. • Raise vendor performance or value concerns with the Senior Systems Engineer and Head of IT.
Improvement	• Make recommendations and implement improvements to IT services, work practices and workflow as a member of the IT team. • Contribute to policies and documented standards for infrastructure and end user technology.
Personal Development & Team Contribution	• Actively participates in Connect Conversations to identify goals, development actions and timelines. • Takes ownership of personal development planning in conjunction with the Head of IT. • Develops open, honest and respectful working relationships with all team members and the wider management group. • Promotes and actively demonstrates Port Otago's values through day-to-day behaviour. • Contributes positively to a cohesive and inclusive team culture.
Key Performance Measures	
Health and Safety	• To always have safe work practices and to be a role model for others. • All incidents and accidents are reported promptly and accurately. • All hazards identified are reported immediately.

	• Strive to fail safely and report any incidents to allow us to continually improve. • Compliance with all PPE requirements.
Teamwork	• Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Promotes good co-operation and communication between teams. • Looks for opportunities to help other teams and contributes positively.
Values	• Demonstrates Port Otago values at all times. • Punctual for working hours and scheduled meetings. • Available and willing to help.
Delivery	• Systems are patched, monitored, documented and operating to agreed standards, including cyber security standards. • Cyber risks identified through system audits are reported and improvements implemented. • Incidents and problems are resolved or escalated within agreed service levels, with root causes recorded. • DR/BC tests and backup restores are completed to schedule, with results reported to the Senior Systems Engineer and Head of IT. • Assigned project work is delivered in line with commitments.
Learning	• In line with Port Otago strategy, gain knowledge, experience and formal qualifications aligned to modern services and infrastructure (e.g. cloud-based infrastructure). • Keen to raise the bar of knowledge in the team of modern services and systems.