TOI-OHOMAI
Institute of Technology

Infrastructure Engineer

Kaupapa | Purpose

To provide reliable, secure and effective technology infrastructure and modern workplace services that enable ākonga and kaimahi to work and learn successfully. The Infrastructure Engineer contributes to the operation, maintenance and continuous improvement of Toi Ohomai's infrastructure, cloud and Microsoft 365 services, with particular responsibility for modern device management across Windows and Apple environments, identity and secure access.

Reports to: Information Systems & Security Manager

Team: Digital

Date: Nov 2026

Ngā mahi | Do

- **Support infrastructure services:** Administer and maintain server, storage, virtualisation, network and Microsoft 365 services, including backup and restore activities, to support reliable and available services for teaching, learning and organisational operations.
- **Enable modern workplace services:** Support the adoption and ongoing improvement of Microsoft modern workplace capabilities, including Intune, Windows Autopilot, Microsoft Entra ID, Microsoft 365, application deployment, device compliance and secure access, enabling kaimahi and ākonga to work securely across campuses and remotely.
- **Manage Windows and Apple devices:** Administer and maintain endpoint management platforms, including Microsoft Intune, Configuration Manager and Jamf, to configure, secure and support Windows, macOS and iOS/iPadOS devices across all campuses and teaching spaces.
- **Deliver the device lifecycle:** Build, enrol, provision and retire devices using modern deployment methods such as Windows Autopilot and Apple Automated Device Enrolment, maintaining standard operating environments and accurate asset record.
- **Support identity and secure access:** Support Microsoft Entra ID, Conditional Access, device identity and modern authentication capabilities, helping ensure devices and users can securely access organisational services.
- **Maintain security, patching and compliance:** Manage operating system, application and third-party patching, and apply security baselines, encryption, endpoint protection, compliance and configuration policies to reduce vulnerabilities and protect organisational services.
- **Package and deploy software:** Package, test and deploy applications and updates across Windows and Apple platforms, coordinating testing with business and teaching areas and maintaining appropriate application records.

- **Resolve escalated issues:** Provide advanced technical support for escalated device and infrastructure issues, working with the Service Desk, technical teams and suppliers to resolve complex problems and contribute to root cause analysis.
- **Monitor and maintain services:** Proactively monitor infrastructure performance, device health, compliance and patching, identifying issues before users are affected and reporting on service health and trends.
- **Contribute to projects and change:** Plan, test and implement infrastructure, cloud, workplace and technology changes in line with change management processes, minimising disruption to teaching and business activity.
- **Automate and improve:** Use PowerShell, shell scripting and standardisation to simplify administration, improve consistency, reduce manual effort and support continuous improvement.
- **Maintain documentation and share knowledge:** Maintain technical standards, configurations, operating procedures and knowledge articles, while sharing knowledge across the Digital team and supporting consistent service delivery

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Experience and technical skills - essential

- **Infrastructure administration:** Sound experience supporting enterprise technology infrastructure, including Windows Server, virtualisation, storage, networking, backup and recovery.
- **Microsoft modern workplace:** Practical experience supporting Microsoft modern workplace technologies, including Microsoft 365, Intune, Entra ID and Windows Autopilot, with an understanding of cloud-based device management, identity, application delivery, compliance and secure access.
- **Endpoint management:** Demonstrated experience administering and supporting Windows devices in an organisation-wide environment, including configuration, deployment, compliance, application management, patching and troubleshooting.
- **Apple device management:** Practical experience supporting macOS and iOS/iPadOS devices using an enterprise device management platform such as Jamf, including Apple Automated Device Enrolment and application deployment.



- **Identity and access:** Practical understanding of Microsoft Entra ID, Conditional Access, device identity and modern authentication methods, and how these work with device compliance to provide secure access to organisational services.
- **Security and compliance:** Experience implementing and maintaining security controls including encryption, endpoint protection, security baselines, patching and device compliance.
- **Troubleshooting:** Strong diagnostic and problem-solving skills, with experience resolving complex infrastructure, cloud and endpoint issues and working with vendors or service providers where escalation is required.
- **Automation:** Experience using PowerShell or other scripting tools to automate administrative activities and improve consistency.
- **Service management:** Sound understanding of incident, problem, change and configuration management within an IT service environment.

Professional skills - Essential

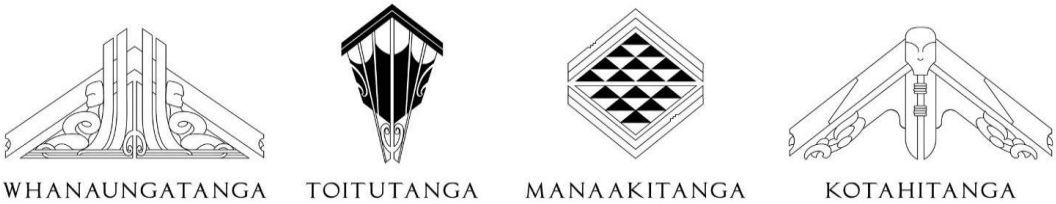
- **Customer and service focus:** A strong commitment to providing responsive, professional technology services that support staff, ākonga, teaching and organisational operations.
- **Communication and collaboration:** Able to communicate technical information clearly, work effectively across technical and non-technical teams, and build constructive relationships with colleagues and service providers.
- **Organisation and ownership:** Able to manage competing operational and project priorities, take ownership of issues through to resolution and work independently when required.
- **Continuous improvement:** Demonstrates curiosity and keeps technical knowledge current, identifying opportunities to improve, automate and standardise services.
- **Knowledge sharing:** Willing to document solutions, share knowledge and support the development of capability across the Digital and Service Delivery teams.

Qualifications

- **Essential:** A relevant tertiary qualification in information technology or a related discipline, or equivalent demonstrated professional experience.
- **Desirable:** Relevant Microsoft, Apple, Jamf, networking, cloud, security or IT service management certifications.

Waiaro| Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.



Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

Internal: Digital team, Staff and Students

External: IT Vendors and Service Providers, Other ITPs

Resource delegations and responsibilities:

Financial: N/A

People: N/A