Senior Systems Engineer

Kaupapa | Purpose

Scope: EIT Hawke's Bay Allied Staff Collective Employment Agreement or EIT Hawke's Bay Allied Staff Individual Employment Agreement.

Reports to: Systems Delivery Team Leader

Team: EIT

Location: Taradale Campus

Remuneration: Negotiable

Date: TBC

Ngā Hononga Mahi | Working relationships

Internal: IT Services Manager, IT Services Staff, Faculty Administrators, Corporate Services Director, School of Computing

External: Academic Manager, Marketing Manager, Other Section Managers, All Staff, Students

Resource delegations and responsibilities:

Financial: - Not applicable

People: Not applicable

Ngā mahi | Do

System Support & Maintenance
- Provide system support and information: Offer support and information related to EIT's information systems to all sections of the institute as needed.
- Develop and manage business continuity plans: Ensure continuity plans for key information systems are in place and managed effectively.
- Incident and problem management: Handle incidents and problems as assigned via the Service Desk.
- Maintain information systems: Ensure systems are properly maintained to prevent disruptions due to poor management or implementation.
- Performance and availability monitoring: Implement and manage monitoring for key information systems.
- Maintain computer systems: Regularly maintain and update computer systems.
- Follow change control procedures: Ensure all changes follow established change control processes.
- On-call duties: Complete on-call responsibilities as rostered.
- Technical ownership: Take ownership of systems at EIT.
- IT Security principles: Operate systems or networks within IT Security principles.

System Development

- Engage with business owners: Proactively engage with business owners to ensure technical solutions meet business needs.
- Analyse proposals: Complete analysis of proposals and create technical and business documentation for new system implementations.
- Implement new systems: Oversee the implementation of new systems.
- Project management: Complete project management tasks.
- Relationship management: Manage relationships with key business users and vendors.
- Management reporting: Provide regular management reports.
- Support IT Leadership: Offer written advice and support to IT Leadership regarding technology solutions.
- Create business documents: Develop business-ready documents, including system and user documentation, business cases, and other requested documentation.
- Effective communication: Communicate effectively with business and senior leaders across the institute.
- Deliver presentations: Create and deliver presentations to support technical decision-making.

Team Building

- Foster information sharing: Encourage information sharing within IT Services and among staff and groups using information technology.
- Cross-training: Deliver cross-training to other staff in IT Services.
- Positive culture: Actively contribute to a positive culture in IT Services.
- Lead upgrade projects: Lead other IT Services staff through upgrade projects.
- Technical leadership: Provide technical leadership on business systems supported by IT Services.
- Mentoring: Offer technical mentoring for staff in IT Services.
- Proactive advice: Provide quality and proactive advice to assist leadership with decision-making.

General

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this positon as requested by the position manager.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Knowledge and Experience and Skills

- Strong systems engineering skills:
    - Windows operating systems, including Active Directory.
    - Microsoft server systems, such as Exchange, Skype for Business, SQL, and System Centre.
    - TCP/IP networks, including firewalls, wireless, and managed switches.
    - Linux operating systems.
- Apple Mac environment experience.
- Server hardware experience.
- Database design, analysis, and management skills, including practical SQL experience.
- Methodical and analytical problem-solving skills.
- Strong report writing skills – SQL Reporting Services preferred.
- Knowledge of tertiary or similar information systems is preferred.
- Good project management skills and the ability to prioritize and manage multiple tasks efficiently.
- Significant experience with enterprise compute, including high-density computing and storage area networks, OR significant experience with enterprise networking, including security, gateways, firewalls, switches, and wireless.
- Experience with information technology security principles within an enterprise environment.
- Experience with developing business documents to support and influence decisions from a technical perspective.

Special Aptitudes

- Excellent communication skills and well-developed interpersonal skills.
- Ability to describe complex technical tasks in simple language.
- Ability to work under pressure and meet deadlines.
- Ability to quickly adapt and learn new skills/technologies.
- Empathy with and appreciation of Māori language and culture.

Personal Attributes

- Friendly and approachable in a flexible and responsive manner.
- Good negotiation and interpersonal qualities with a technical and analytical orientation.
- Committed to furthering knowledge and keeping up to date with new technology and methods.
- Able to communicate well, present reports professionally, and share knowledge with team members.
- Able to liaise with all levels of staff to build strong relationships with system users.
- Respect for confidentiality of all information acquired.

Qualifications

- Relevant tertiary qualification and/or industry qualifications are preferred.

Waiaro | Be

Use this section for non-leadership role

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future.

Collective: Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for EIT, employers, ākonga and their whānau.

Self-Awareness: Accept change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Contribute to maintaining a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.