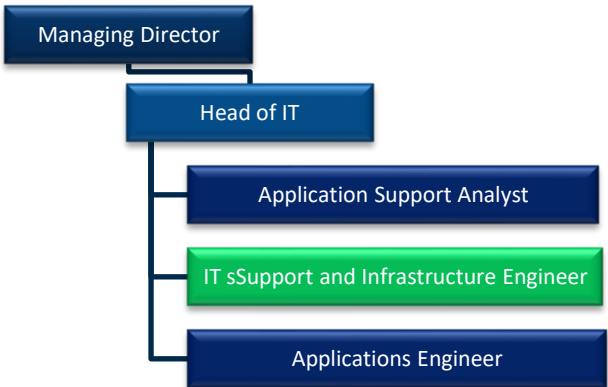


Job Description

Job Title:	IT Support and Infrastructure Engineer
Organisation Name:	Rinnai NZ Ltd
Department:	IT
Group/Team:	IT
Responsible To:	Head of IT
Responsible For: (Total number of staff)	0
This job exists to:	<ul style="list-style-type: none"> + Provide Tier 1, 2 and internal related tier 3 IT incident and support requests + Escalate incidents and requests to vendor support as necessary + Implement and support IT changes and management processes + Provide technical assistance for projects as required + Provide on-premise and cloud server and network systems support and administration
Job purpose:	Responsible for the day-to-day operation, availability, performance, and security of the organisation's IT environment. This includes network and infrastructure management, cybersecurity controls, identity/access administration, and end-user support across devices, applications, and collaboration platforms. The role ensures stable IT operations through proactive monitoring, preventive maintenance, fast incident response, and continual improvement of systems and security posture helping RNZ staff (and all its subsidiaries) to be as efficient and effective as possible

Organisation Context:



Key Relationships:

External:	Purpose of contact with this person/s:
ICT vendors associated with RNZ and all its subsidiaries	Escalation of incidents and service requests as necessary
ICT vendors associated with RNZ and all its subsidiaries	Active participation in IT changes and projects
Internal:	Purpose of contact with this person/s:
All staff at RNZ and all its subsidiaries	Responding to and providing updates on cases logged to ICT regarding incidents and requests
All staff at RNZ and all its subsidiaries	Hands on assistance and deployment of changes at user workstations

Financial Responsibilities:

- + Controls a budget N
- + Maximum that may be spent without reference to manager \$0
- + Jobholder can spend unbudgeted capital N
- + Jobholder is responsible for committing the organisation to long-term contracts N
- + Jobholder signs correspondence for Company N

Key Results Area

The position of IT Systems Engineer encompasses the following major functions or Key Result Areas:

Job holder is accountable for:	Job holder is successful when:
1. Responding in a timely manner to users about cases logged	<ul style="list-style-type: none"> + New cases are responded to within agreed SLA times - matrix based on urgency + Users are provided with clear info on next steps and expected timing
2. Resolving Tier 1 and 2 cases in a timely manner	<ul style="list-style-type: none"> + Tier 1 cases are resolved within agreed SLA times - matrix based on urgency + Users are notified when cases have been resolved and are provided with necessary equipment/access/training + Cases are not escalated to Tier 2 unless necessary
3. Documenting ICT system changes	<ul style="list-style-type: none"> + The IT Support system is updated reliably with relevant details of changes made

	<ul style="list-style-type: none"> + Documentation is of high quality, relevant, and concise
<p>4. Perform routine ICT tasks as required</p>	<ul style="list-style-type: none"> + Scheduled tasks are done to a high-quality standard, without adding unnecessary system or security risk + Tasks are performed proactively, without regular prompting and/or follow up from the ICT Manager
<p>5. Analysis and resolution of application problems</p>	<ul style="list-style-type: none"> + Systems problem cases in are analysed and root causes identified in a timely manner + Problems are closed once related activities to resolve are completed + No open problem cases older than 6 months old
<p>6. Perform Systems and Infrastructure support and administration</p>	<ul style="list-style-type: none"> + Tier 2 (and some Tier 3) systems and infrastructure incidents and requests are resolved within allowed SLA times - matrix based on urgency + Work with the nominated ICT vendors to perform systems and infrastructure changes within project/change framework + Escalate Tier 3 covered under support and project scope to the nominated support vendors + Perform all system administration and maintenance as and when required + Work with IT Team and nominated vendors to respond and implement to critical notifications to ensure the security and availability of all IT systems
<p>7. Corporate Responsibility</p> <ul style="list-style-type: none"> + Undertakes Performance Development tasks/responsibilities in terms of Organisation's system. + Demonstrates a proactive commitment to a safe working environment to meet RNZ requirements + Participates in and undertakes emergency management duties as required. + Participates and contributes to projects and inter-departmental initiatives as requested/agreed. + Maintains property and equipment. + Fulfils administration - reporting requirements 	<ul style="list-style-type: none"> + Organisational responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. + Administration requirements are completed in a timely and accurately manner + Contribution to projects and initiatives: <ul style="list-style-type: none"> o Is effective and valued o Maintains a positive and helpful manner/attitude.

Work Complexity:

Most challenging duties typical undertaken or most complex problems solved:

- + Deliver project internally with little support from external vendors
- + Troubleshooting hybrid (on-Premises/cloud) server and/or network faults
- + Virtualisation platforms (Hyper-V, VMware) and storage (SAN/NAS).
- + Constant changes to IT systems and keeping up to date with new security threats and IT trends
- + Maintain security baselines (hardening), secure configuration, and vulnerability remediation programs.
- + Administer endpoint security tools (EDR/XDR/AV), email security controls (anti-phishing/spam), and web filtering.
- + Support identity security: MFA, Conditional Access, privileged access, least privilege and role-based access control.

Person Specification:

Qualifications (or equivalent level of learning):

Essential	Desirable
<ul style="list-style-type: none"> + Microsoft certification such as MCSA/ MSCE + Tertiary IT qualification Level 6 	<ul style="list-style-type: none"> + Bachelor of Computing Systems + VMWare certification + Cloud computing

Knowledge/Experience:

Essential	Desirable
<ul style="list-style-type: none"> + Technical expertise in Microsoft server technologies + Infrastructure (Firewall, Switches, Physical hosts and Network Storage (SAN and NAS) + Technical expertise in Hyper V and VMWare technologies + Technical expertise in Microsoft on premise client technologies + Microsoft infrastructure and cloud products. 	<ul style="list-style-type: none"> + Experience with phone system technologies

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level:	<ul style="list-style-type: none"> + Microsoft server management + VMWare environment management
Advanced level:	<ul style="list-style-type: none"> + IT Hardware + System administration, e.g. Active Directory + Microsoft 365 administration + IT security systems

	<ul style="list-style-type: none">+ <i>Software Deployment</i>+ <i>Data storage</i>
Working Knowledge:	<ul style="list-style-type: none">+ <i>Cloud Computing</i>+ <i>Networks</i>+ <i>Firewall</i>+ <i>Printers</i>+ <i>Digital phone systems</i>
Awareness:	<ul style="list-style-type: none">+ <i>Databases</i>+ <i>Microsoft SharePoint</i>+ <i>Microsoft Teams</i>+ <i>CRM and cloud other based solution</i>

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment—including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name
Employee Job Title

Date

Approved: Manager Name
 Manager Job Title

Date