



POSITION DESCRIPTION

Job Title: System Engineer

Department: Information Systems (IS)

Location: Seeka 360

Reports to: Information Technology Operations Manager

PURPOSE OF POSITION

The System Engineer is part of the Information Systems Team and responsible for providing IS support to Seeka employees. Reporting to the Information Technology Operations Manager the System Engineer will be responsible for;

- Delivery of support for Seeka end users and escalated issues
- Hardware and infrastructure delivery and support
- Management and delivery of infrastructure and systems upgrades
- System Administration

All members of the Information Systems Team have responsibility for involvement in projects as required and contribution to delivering high quality outputs on time and to specification.

FUNCTIONAL RELATIONSHIPS

Internal Head office users	External Suppliers and contractors
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RESOURCE MANAGEMENT

Financial Authorities Nil	Staff Authorities Nil
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KEY RESPONSIBILITIES (Seeka’s Brand Attributes frame our performance delivery)

<p>FOUNDED ON RELATIONSHIPS</p> <ul style="list-style-type: none"> • Provide customer facing service to Seeka users as allocated through service desk • Remote support IS Technician for service delivery on escalated issues • Support Information Technology Operations Manager and Senior System Engineer to deliver projects as allocated • Provide weekend and after hours service in accordance with team roster 	<p>MEASURES</p> <ul style="list-style-type: none"> • Feedback demonstrates that users receive high quality service that enables delivery in their roles • Field Technician is supported in delivery of escalated issues • Projects are delivered accurately and on time
<p>QUALITY OBSESSION</p> <ul style="list-style-type: none"> • Build hardware as required to support business needs • Support Seeka to ensure infrastructure is up to date and operating as it should • Deliver system admin duties as required across Seeka 	<p>MEASURES</p> <ul style="list-style-type: none"> • New users are set up on time, accurately and first time. New user jobs logged are minimal • Users hardware is operational and fit for purpose

Founded on Relationships ↔ Quality Obsession ↔ Inspirational Thinker
Growing Futures ↔ Independently Ingenious

<ul style="list-style-type: none"> • Manage operating systems, including but not limited to windows, android and iOS. • Support IS team delivery of season start up 	
<p>INSPIRATIONAL PEOPLE</p> <ul style="list-style-type: none"> • Provide infrastructure to users that enables them to deliver their accountabilities efficiently and to high quality. • Provide coaching and support that enables the learning journey for technicians while delivering on support for escalated issues 	<p>MEASURES</p> <ul style="list-style-type: none"> • Users have the right IS tools deliver their roles • System Engineer is enabled to resolve escalated issues
<p>GROWING FUTURES</p> <ul style="list-style-type: none"> • Maintain knowledge base as in relates to system engineer responsibilities • Deliver service to ensure value for money, optimisation of resource and reduction of footprint (cost, power usage etc.) • Deliver hardware replacement in line with Seeka policy to ensure optimisation of resources • Manage infrastructure to enhance usability and impact while optimising resource availability 	<p>MEASURES</p> <ul style="list-style-type: none"> • IS resources are optimised (power, cost, hardware etc.) and footprint reduced • Hardware replacement policy is adhered to • Opportunity for improved optimisation is realised
<p>INDEPENDANTLY INGENIOUS</p> <ul style="list-style-type: none"> • Deliver infrastructure and systems upgrades as required across Seeka. Have a continuous improvement mind-set and actively contribute to the IS team's delivery of innovative and business enhancing service 	<p>MEASURES</p> <ul style="list-style-type: none"> • Systems upgrades are deliver on time with minimal business disruption • The IS team deliver innovative solutions that support Select Excellence and enable operation now and in to the future • The IS team support other areas of the business to embrace and deliver innovation and continuous improvement
<p>SAFETY ALWAYS</p> <ul style="list-style-type: none"> • Take personal responsibility for own safety, and for the safety of others • Actively comply with all Seeka safety policy, procedure and requirements • Report any incidents, hazards or near misses in area of responsibility 	<p>MEASURES</p> <ul style="list-style-type: none"> • Seeka policy is followed, all incidents, hazards and near misses are reported in line with Seeka requirements

The above Key Responsibilities are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction.

PERSON SPECIFICATION**Essential****Desirable****QUALIFICATIONS & EXPERIENCE**

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Tertiary level qualification in a relevant discipline • 5+ Years Information Systems Experience in desktop / server roles technical support role, systems administration, documentation | <ul style="list-style-type: none"> • Experience in a customer facing role |
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SKILLS KNOWLEDGE & ATTRIBUTES

- Confidential Nature: Aware of sensitivities of particular information and is able to remain professional and confidential in all situations
- Customer focus: Able to set priorities and evaluate options on a business and community basis.
- Strong verbal and interpersonal skills: Able to communicate clearly and effectively and at the appropriate level with various types of people (i.e. with senior managers, colleagues and the public). Able to express in a written form the key information in a succinct and professional manner.
- Problem solving skills: Identifies the root causes and breaks the problem down into the key issues. Grasps new concepts and can see the problem in relation to the bigger picture. Generates multiple explanations and solutions.
- Self-motivated/Self-managed/Self-starter: Has an underlying concern for doing things better. Is self-driven, self-motivated and enthusiastic, ability to work autonomously
- Analytical and conceptual thinking: Able to analyse and synthesise experience, observations and information to evaluate options and identify patterns and future possibilities.
- Flexible/Adaptive/Resilient: Able to shift strategies and accept other viewpoints. Adapts quickly and effectively to changing situations. Able to overcome disappointments and learn from the setbacks to bounce back. Able to adjust to unexpected change.
- Team player: Able to work effectively with others to achieve an optimal outcome.
- Organised/time management/prioritisation: Able to take an organised approach to all tasks in order to prioritise them according to the demands of the business. Ability to work well under pressure within timeframes.
- Decision Making: Ability to make sound, informed decisions quickly and to take ownership of these decisions and their outcomes
- Accuracy and attention to detail. Able to reconcile and sense check results to make sure 100% accuracy has been achieved

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

SIGNED IN AGREEMENT

By signing this document, I have read, and agree to the requirements of the role as outlined in the position description above.

_____ Date:

Signed in agreement by the employee

_____ Date:

Signed on behalf of Seeka Ltd