

Position Description

Role Overview	
Position Title:	Senior Systems Engineer
Reports To:	IT Manager
Location:	Christchurch
Date:	August 2021

Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to ‘Show the Love’. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to ‘Smash Boundaries’ and create new outcomes that delight our customers. So, why would you want to become an Enable person? We’re working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we’re investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend **‘Connecting our Community with Unlimited Opportunity’**.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don’t just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, ‘keeping it simple and fresh’, and working together to deliver experiences that delight, and build trust – after all, here at Enable we ‘own the experience’.



Purpose of this Role

This position is responsible for the implementation, operation, and technical innovation of the Enable public cloud, on-premise IT Infrastructure and SaaS applications. Key areas include:

- Leading adoption of Cloud first solutions, with an awareness of both AWS and Azure public cloud platforms. Able to articulate pros and cons of cloud vs on-premise solutions.
- Provide technical leadership with project solutions and integration
- Participation in the continuous improvement of infrastructure and the configuration of applications, middleware and security frameworks.
- Third level support of IT applications and systems, empowering first-line desktop support personnel to triage and resolve common problems.
- Provide 24x7 escalation response for IT service incidents, including cybersecurity response.

Key Relationships		
Within Enable:	<ul style="list-style-type: none"> → IT Manager → ICT Security Manager → Solutions Architect and Developers → Our business customers 	
Major External Contacts:	<ul style="list-style-type: none"> → Third-Party Service Providers 	
Key Dimensions of Role		
Number of Reports:	→ Nil	
Expenditure Authority:	→ Nil	
Decision Making Authority		
Decisions Expected:	<ul style="list-style-type: none"> → Day to day management, deployment, configuration, operation, and proactive maintenance of IT Services (both Cloud and on-premise) → Delegate (or automate) low value tasks to service desk or other appropriate functions. 	
Recommendations Expected:	<ul style="list-style-type: none"> → Cost Management of Cloud services, capacity and performance analysis, best practice approaches. → Pragmatic security enhancements → Advice to other business areas on cloud service implementation and management. → Proactive change to reduce cost and improve the reliability of the infrastructure, services, and systems 	
Key Responsibilities		
Business Outcome:	Key Responsibilities:	KPI:
Operational Management	<ul style="list-style-type: none"> → Manage IT systems and enhancements. → Establish and maintain operating standards, procedures and feed into disaster recovery plans. → Implement IT services and associated changes on time and to professional standards from initiation to completion. → Obtain relevant technical and financial approvals from key stakeholders → Adhere to all standards, processes and procedures. 	<ul style="list-style-type: none"> → Maintain 99.99% availability → Adhere to standards and procedures → Project/Work effectively and efficiently project managed through to outcome, on time, within costs, to scope and quality.

	<ul style="list-style-type: none"> → Provide appropriate levels of technical expertise to other groups as necessary → Work with management, contractors and vendors to jointly improve resilience and availability. → Gauge the effectiveness and efficiency of existing services; develop and implement strategies for improving or further leveraging these services → Create and maintain documentation for system/service configuration. → Review and perform system and security audits, backup procedures, and other recovery processes following the company’s disaster recovery and business continuity strategies → Assist network and/or application security testing activities 	<ul style="list-style-type: none"> → No unauthorised operational or project spend → All warranty issues resolved (or agreement on action made) within one month → All project and operational reports prepared and submitted monthly in alignment with business rules and procedures. → Implement controls to minimise cyber security risks.
Systems and Information Technology Operated	<ul style="list-style-type: none"> → Operate Enable’s Systems and IT services to provide 24/7 highly available performance → Engagement with ITIL aligned service management processes → Maintain/manage/support middleware solutions eg API management, single sign-on, Office 365 integration etc. 	<ul style="list-style-type: none"> → Availability targets achieved → Systems and IT Network Standards adhered to
Technical Expertise Provided	<ul style="list-style-type: none"> → Proactively meet customer requirements of service, quality, costs and timeliness. → Proactively assess and optimise system performance → Ensure technical solutions align with business direction and architecture roadmap. → Keep up to date with areas of expertise. → Mentor and upskill junior staff members 	<ul style="list-style-type: none"> → Customers delighted with service → All technical issues are resolved in the required timeframe. → IT services and systems established in alignment to best practice.
Standards Developed	<ul style="list-style-type: none"> → Establish and maintain best practice deployment management and service management. → Develop and maintain a high level of automation in all Enable Systems and IT systems. → Assist development, review and ongoing maintenance of Enable Standards. 	<ul style="list-style-type: none"> → Best practices established as directed. → Automation deployed to help resilience.
Acquisition and Development	<ul style="list-style-type: none"> → Design and deploy new ICT management and administration applications and enhancements to existing infrastructure and services → Assist the IT Manager performing cost-benefit and return on investment analysis for IT services. → Conduct research on software and systems products to justify recommendations and to support purchasing efforts → In conjunction with the IT Manager interact with vendors, outsourcers, and contractors to secure system-related products and services 	<ul style="list-style-type: none"> → Can communicate the value in proposed solutions

This position description is not intended to be a complete or limiting description of the functions that may reasonably be requested to undertake.

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| Critical Challenges for the Position | <ul style="list-style-type: none"> → Build resilience into all aspects of IT services → Defining and handing over tasks to Tier1/2 Support. → Automating routine tasks → Implementing cost controls for cloud services |
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Other Relevant Information

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| Health, Safety and Wellness: | → Demonstrate a commitment to continually improving health, safety and wellness performance. |
| Continuous Improvement: | <ul style="list-style-type: none"> → Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Ensuring that customers are delighted with service. → Participate enthusiastically in service improvement initiatives. |
| Statutory / Compliance Responsibilities: | <ul style="list-style-type: none"> → Safeguard Enable from legal/reputation risk by complying with all relevant legislative, regulatory and contractual requirements and standards. → Comply with all of Enable’s requirements and policies, including the enforcement of internal controls and delegated authority rules. |
| Leadership: | <ul style="list-style-type: none"> → Participate in an open and positive culture where input is encouraged and differences are discussed and resolved constructively. → Maintain a positive and committed attitude through the implementation of People and Culture policies, effective communication, and employee recognition. → Ensure the maintenance of appropriate professional ethics, knowledge and standards within the team. |

Person Specification

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| Formal Education | <ul style="list-style-type: none"> → A tertiary degree or at least three years of experience in a large SME or corporate IT setting. → Membership of an appropriate professional body |
| Specialist Training and Experience | <ul style="list-style-type: none"> → AWS/Azure cloud certifications would be an advantage. → Experience with public cloud providers (AWS/Azure) → Familiarity with API management platform management in particular Mulesoft and AWS API Gateway. → Familiarity with cloud-based authentication and API management in particular OKTA → Familiarity with Kafka, ELK stack |
| Specific Knowledge, Skills and Attributes | <ul style="list-style-type: none"> → Enjoy working in a team-oriented, collaborative environment → Proven experience participating in the effective deployment and support of systems, applications and services. → Understanding of cloud security best practices. → Excellent written, oral, and interpersonal communication skills → Ability to communicate ideas in user-friendly language → Highly self-motivated and directed, with keen attention to detail → Proven analytical and creative problem-solving skills. → Strong customer service orientation → Multi-tier architectures: load balancers, web servers, application servers, databases, networking. |

	<ul style="list-style-type: none">→ Strong system administration (Linux/Unix or Windows) at the command-line level.→ Experience with templates and other configurable items to enable automation.→ Familiarity with deployment techniques (and tools) in a distributed environment.→ Basic monitoring techniques in a dynamic environment.→ Design of self-healing and fault-tolerant services.→ Understanding of stateless and loosely coupled distributed applications.→ Familiarity supporting RESTful API interfaces.→ Familiarity with messaging and queuing services.→ Infrastructure as Code: design and security, configuration management, integration, deployment, performance monitoring and tuning, automation of infrastructure.
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