

APPENDIX ONE:
Job Description



POSITION TITLE:	System Engineer
LOCATION:	Information Technology Solutions, Tauranga
REPORTS TO:	Technology Operations Manager

POSITION SUMMARY

The key focus of this role within the Infrastructure and Service Delivery Team is to support and administer the ICT services required by the business across all levels, manage third party Vendors to deliver best practice service to its customers and achieve the requirements of the ITS SLA with the Business.

ICT services encompass an infrastructure inclusive of Virtual and physical Desktops and Servers, Cloud IaaS/PaaS/SaaS, Bespoke and Standard Applications, Network and Telecommunications areas. The roles responsibilities include the implementation, configuration, control, maintenance, troubleshooting and resolution of these infrastructure areas to ensure maximum availability of ICT services to the business users in alignment with the IT SLA with the business.

Support will extend to Windows 10, Microsoft Office 365, Customer Relationship Management application and business applications for financial institutions (training will be provided if required on these business applications). Direct Support to PC users is a key feature of this role, as is the ongoing management and maintenance of the Desktop Images utilising provided tools (e.g. SCCM/Intune). End user training and answering 'How do I?' queries from business users is also a key duty.

The role is expected to follow developed or established ICT processes and procedures to ensure high levels of service delivery are achieved and delivered within applicable agreed service levels as documented in the CIP's IT SLA documentation.

KEY RESPONSIBILITIES

INFRASTRUCTURE & SERVICE DELIVERY

- Support of organisation's WAN, LAN and (Server) Infrastructure and security:
 - Liaise with 3rd party Vendors to perform Network and Hardware troubleshooting to isolate and diagnose common network problems and ongoing development.
 - Management and maintenance of configuration tools and images across CIP, including patch deployment and image updates utilising SCCM/Intune or similar and ongoing management of Virtual desktop services (CITRIX).
 - Configuring, monitoring, and maintaining Microsoft Azure and other Vendor IaaS/PaaS/SaaS services.
 - Configuring, monitoring and maintaining Cloud services, e.g. Office365, MS365, Azure AD, SharePoint, Intune, Teams.
 - Liaise with 3rd parties for resolution of faults, where necessary.
 - Assist in the installation, upgrade, and configuration of network printing, directory structures, rights, and security directly or by liaising with 3rd Party Vendors.

- Install, upgrade and configure all devices and equipment as required directly or by liaising with 3rd Party Vendors, including preparing and updating “as build” documentation stored in the Team storage location.
- Administration and management of Data Centre hardware – Hyperconverged servers, switching, storage, 3rd party connections etc.
- Pro-active troubleshooting, updating and/or replacement of server hardware and software/firmware.
- Assist with operational duties as allocated.
- Service Desk Support & Escalations:
 - Respond to incident requests assigned through the Service Desk escalation process to the relevant resolver groups.
 - Maintain accurate incident records and notes in the service desk system in line with SLA requirements.
 - Provide all users with technical support including Desktop support for Service Desk tickets raised by CIP office staff.
 - 1st and 2nd level application support as required including specialist support for all CIP business applications including 3rd party applications.
 - Ensuring all issues are logged in the Service Desk system.
 - Follow all Infrastructure and Service Delivery Team processes as required.
 - Provide support and management of the CIP mobile services.
- Undertake Procurement and Asset Management as required for provision of ICT services in the organisation.
- Back-up and Disaster Recovery services:
 - Liaise with 3rd Party Vendors over the on-going provision of CIP’s Back-up systems utilising Back-up as a Service functions and features.
 - Perform restoration of files as required by the business
 - Liaise with 3rd Party Vendors to ensure CIP’s IT services are documented, managed and tested in conjunction with the Craigs Business Continuity Plan and aligned with the Vendor’s contractual obligations in providing DR as a service (DRaaS).
- Provide System monitoring:
 - Proactive monitoring, enhancements and management of server and major IT system and performance management.
 - Perform system troubleshooting to isolate and diagnose common problems.
 - Provide monitoring and primary response and intervention of major IT system incidences.
- Project work:
 - Provide project resource, input, management and coordination as and when required to meet the ITS Technology Roadmap and the Infrastructure schedule of works.

- Documentation:
 - Prepare, update and/or contribute to user guidelines, processes, and policies, and other related documentation.
 - Provide input into the Infrastructure and Service Delivery Team's continuous improvement plan.
- On-call duties as Rostered:
 - Afterhours support as documented in the Craigs IT SLA document. After-hours support requires availability within the timelines provided in the SLA document.
 - Available outside of normal working hours as required for operational duties (including but not limited to BCP tests, server upgrades, patch installs, project work etc).

CONTINUOUS IMPROVEMENT

- Process improvements and recommendations to enhance service desk operations
- Prepare, update and/or contribute to user guidelines, processes, and policies, and other related documentation
- Involvement in the Infrastructure and Service Delivery Team's continuous improvement plan

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• IT qualifications or relevant equivalent work experience
Knowledge/Experience	<ul style="list-style-type: none">• Service Desk or ITS Support experience 3+ years• Financial services experience (desirable)
Key Skills and Attributes	<ul style="list-style-type: none">• Excellent time management and organisational skills• Strong written and verbal communication skills• Ability to work well under pressure• Problem solving skills