



JOB DESCRIPTION

POSTION TITLE	Network Engineer
RESPONSIBLE TO	Information Systems Manager
RESPONSIBLE FOR	<ul style="list-style-type: none">• Development, support, design, and delivery of WRHN ICT infrastructure services, across the WRHN, to support business needs around infrastructure performance, security, availability, and capacity.• Engaging with ICT projects or initiatives, stakeholders, and customers to develop a deeper understanding of WRHN ICT infrastructure and networking needs, to ensure these needs are being effectively identified and met.• Engaging with external Security Specialists and Enterprise Architects.• Coaching and support other Infrastructure Support staff to develop their skills.• Work with the group to define and develop infrastructure, desktop, networking/telecommunications, and security standards and procedures.• Providing support and consultancy services for core WRHN infrastructure solutions, from desktops through to server infrastructure, applications, through to network services and devices (LAN, WLAN, WAN, internet, and telecommunications).• Providing support for incident or problem resolution, and requests reported to the service desk. Escalates issues that cannot be resolved to support vendors, or to Information Systems Manager as appropriate.• Taking ownership of assigned customer requests or incidents in the Service Desk tool and updating existing requests with progress.• Actively participating in staff meetings to make recommendations to make the support process more streamlined.• Monitoring performance of the WRHN network and connections including subsidiary practices.• Managing hardware and software changes in the environment to minimise downtime for users, following approved practices.• Contributing to annual ICT team business and financial planning, keeping effective systems and ICT service management records.• Performing other duties as required by the Information Systems Manager.

SCOPE:

This role will specialise in network, server, storage, security and infrastructure design, troubleshooting, maintenance, and management. The purpose of which is to ensure that the network environment is fit for purpose and meets the service needs of WRHN. This role also supports ICT projects and initiatives, WRHN internal and external customers, and acts as an escalation support function from the Service Desk and ICT team, as necessary, to meet service expectations.

The technical seniority of the role also means that coaching and development of other staff is an expectation, to help build skills and capability within the ICT team and improve support coverage.

HOURS:

40 hours per week

RELATIONSHIPS:**Internal**

WRHN Employees

External

Te Whatu Ora, Hospital and community services

General Practice

NGO's

Iwi Practice/Providers

General Practice interdisciplinary teams

Local stakeholders

National leaders that have designed similar services

QUALIFICATIONS AND EXPERIENCE**Essential**

- A tertiary qualification in a relevant field
- ITIL foundation qualification
- A minimum of 5 years' experience in an ICT technical role (Engineer or IT technical support).
- M365, Azure, Windows server, Active Directory, Exchange, VMware, SME, Centos and firewall administration and maintenance experience (MCSE or equivalent).
- Experienced in TCP/IP/VLAN and WLAN networking, routing, switch management
- Have advanced Cisco, VMware and Microsoft experience.
- Experienced in security, antivirus, and threat management.
- A relevant security certification
- Deep understanding of PC and server hardware and peripherals.
- Experienced in the use and support of desktop applications, such as MS Office, and web or server-based applications.
- Experience with HP SAN and Rack servers and IBM blade servers
- Experience in Linux/Unix operating systems and mail servers

Desirable

- Previous experience with MedTech 32
- Previous experience with SonicWALL Firewalls.

- Previous experience with Netgear switches
- Previous experience with Microwaves

Core Competencies

- Customer focused:
 - Acts with customers in mind.
 - Establishes and maintains effective relationships with customers and gains their trust and respect.
 - Demonstrates a proven record of outstanding service/care and commitment to the development of a customer service culture.
- Technical learning:
 - Can learn new skills and knowledge.
 - Is good at learning new industry, company, product, or technical knowledge, quickly.
- Problem solving:
 - Uses rigorous logic and methods to solve difficult problems with effective solutions.
 - Probes all fruitful sources for answers.
 - Can see hidden problems.
- Drive for results:
 - Can be counted on to exceed goals successfully.
 - Is very bottom-line oriented.
 - Steadfastly pushes self and others for results.
- Learning on the fly:
 - Learns quickly when facing new problems.
 - Is a relentless and versatile learner.
 - Is open to change.
 - Analyses both successes and failures for clues to improvement.
- Develops excellent peer relationships:
 - Outstanding people and relationship skills.
 - Can quickly find common ground and solve problems for the good of all.
 - Can solve problems with peers with a minimum of noise.
 - Seen as a team player, is cooperative, encourages collaboration.
 - Ability to build rapport quickly; networking to maintain and develop effective working relationships.
 - Actively addresses conflicts by focussing on the issues at hand to develop effective solutions when disputes or disagreements occur.
- Working within and role modeling the organisation values
- Accepts full responsibility for self and contribution as a team member; displays a strong commitment to organisational success.
- Takes responsibility for the consequences of own actions, decisions and behaviour and not shifting focus on blame or poor performance somewhere else or on others.
- Understands the workings, structure, and culture of the WRHN as well as the political, social, economic, patient and service delivery issues affecting the organisation
- demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect.
- Commitment to the Treaty of Waitangi and Whanau Ora principles.

PERFORMANCE DEVELOPMENT

This will occur in accordance with the performance development process, with annual review against the agreed performance development plan.

Key Performance Indicators

A set of key performance indicator (KPI) targets will be agreed annually between your manager and yourself reflecting applicable strategic and operational ambitions.

Key Accountabilities (Key areas of your focus)	Tasks (How you achieve)	Performance Indicators (How you will be measured)
WRHN values	Working within and role modeling the values of the Whanganui Regional Health Network is an expectation of the role and will form part of performance monitoring. Demonstrate behaviours that promote and support WRHN's values	Performance reviews and feedback from others. Observations of day to day activities and behaviours.
Infrastructure Support	Ensure effective and efficient handling of incidents and requests relating to WRHN core infrastructure, is occurring. Manage support escalations to third-parties or suppliers, as required to support WRHN ICT infrastructure and telecommunications services. Provide support knowledge and information to the Service Desk, and other groups. Works independently to install, service and maintain desktop PC's, network devices, patching, and server or storage equipment within the Whanganui Regional Health Network environment, with processes documented, as required.	Support services covered by the role are effective and meet WRHN business needs and service levels. Support escalations to third parties are monitored and managed, to ensure an effective outcome is received. The service desk can resolve common or repetitive incidents or requests. Afterhours incidents and high priority requests are handled in accordance with WRHN needs. Equipment deployment needs of the WRHN are being met.
Technical coaching and development	Will actively coach and develop other IT Administrators in the group to improve succession planning and skills coverage. Proactively documents and maintains support knowledge. Contributes to skills development and knowledge sharing across the group.	Shares knowledge and information willingly.
System Administration	Responds to service requests requiring third-level technical advice or action, according to known standards and policies. Ensure system administration activities follow agreed and documented practices, are auditable, and consistently applied. Monitors and manages the status of print servers and print queues. Understands and follows login security and directory and file security policies and standards.	System security and access is managed, meets WRHN security policies, and causes no security or privacy breaches. Standard operating processes are documented, maintained, and followed.

	<p>Manages LAN access - physical, client software and settings, protocols and settings, security issues.</p>	
<p>Infrastructure Management</p>	<p>Takes ownership in identifying and developing the required technical skills to support the WRHN environment, for the role and to support the ICT team.</p> <p>Monitor system performance, performing maintenance and housekeeping and ensuring any major performance problems are acted on.</p> <p>Maintain up to date documentation of all systems and procedures in scope of the role.</p> <p>Provide technical support for any in-house development or specific project work, as required.</p> <p>Assist in the development and maintenance of policies and procedures in relation to information technology.</p> <p>Messaging - understands and follows policies and standards with respect to business practice (e.g. personal mail, attachments, signature format, archiving responsibilities, critical delivery rules etc) and technical (mailbox size, attachment size limit, delivery frequency); checks that user lists for gateways etc are current</p> <p>LAN cabling and network switch infrastructure - follows process requirements related to moves, changes or installs; capacity guidelines; patching guidelines; documentation updates.</p> <p>Adheres to naming conventions - user, group, queue, device, resource, database</p> <p>Backup admin - tape/disk management as required</p> <p>Anti-Virus (AV) control - adheres to policies and standards, maintenance and admin of software version, signature file currency, outbreak</p>	<p>Technical competency increases, and coverage gaps are reduced across ICT groups, to improve service levels and reduce risk.</p> <p>Proactive in identifying issues before they impact users. Environment is stable and performance meets service needs.</p> <p>Documentation is up to date.</p> <p>Project work is covered off and delivered as agreed.</p> <p>Policies are up to date and meet the needs of the WRHN.</p> <p>Messaging policies and standards are supported and maintained.</p> <p>Network infrastructure is well maintained and has sufficient capacity to meet the ongoing needs of the WRHN.</p> <p>Naming conventions are used at all times.</p> <p>Backup and restores are tested and comply with disaster recovery needs, and one-off restore requests meet customer needs.</p>

	planning.	Virus outbreaks or malware attacks do not occur due to out of date virus controls.
Infrastructure Architecture	<p>Take the lead, working with the group to develop and maintain infrastructure technology and management standards for:</p> <ul style="list-style-type: none"> • Desktop & telephony • Servers & Operating Systems (OS) • OS/AV updates/patching • Firewalls • Networking (LAN/WLAN) • Telecommunications (WAN/Internet/Voice) • Network cabling. • Event monitoring. 	The WRHN ICT environment is reliable, fit for purpose, and has defined infrastructure standards.
Service management	<p>Records all incidents, problems and requests in the local Service Desk tool and updates records with progress/interactions.</p> <p>Problem resolution notes are recorded, and the service desk tool knowledgebase is updated as appropriate</p>	<p>Toolsets are used consistently, and data/information makes sense to all users of the system(s).</p> <p>Support records are accurate, up to date, and reportable. The knowledge base is updated to assist service desk to resolve more calls at 1st level</p>
Problem management	Provide research and analysis to identify workarounds and root causes for problems in the environment, where these impact services provided by the group.	Incidents in the environment are reduced, and recurring issues are eliminated.
Change and release management	Manage hardware and software changes to the environment, to minimise downtime for users.	Changes and releases are well planned, communicated, and understood by the user community, and impacts are minimised.
Partnerships	<p>Partnerships between other PHOs and DHBs are maintained and developed to share or pool resources, opportunities, or information.</p> <p>Develops and maintains local and regional relationships to support sustainable and collaborative work practices, share specialist knowledge, and work to reduce risk where possible, as these relate to the role.</p>	Demonstrated effective and positive partnerships.
Continuous service improvement	<p>The role is focused on improving customer service levels for WRHN customers.</p> <p>Support knowledge is developed and shared across ICT groups, and collaboration is encouraged.</p>	Service levels for activities provided by the role show annual improvements relating to incident, problem, request, change and/or release management. Knowledge and documentation are searchable and improves resiliency when ICT SMEs are away. First-

		level (Service Desk) resolution rates continue to increase over time. Staff skills transfer between group members is occurring to reduce support risks.
ICT Performance	Identify and report infrastructure risks, for areas supported by the group.	Report new or emerging risks or issues that may impact service delivery to the WRHN.
Legislative requirements	Is familiar with all legislation, policies and procedures as they affect the work environment.	Adheres to relevant legislation, policies and procedures.
Service delivered is aligned to organisation values	<p>Exhibit an ability to co-operate and collaborate with colleagues across the organisation to achieve shared goals.</p> <p>Develop and maintain a wide array of internal and external networks to meet organisational objectives.</p> <p>Proactively remove barriers to create teamwork amongst diverse groups.</p> <p>Produce work that is accurate and professionally presented, with completion deadlines met.</p> <p>Comply with relevant organisation policies and procedures.</p> <p>Display tact, diplomacy, cultural sensitivity and awareness, and effective communication skills.</p> <p>Maintain confidentiality relating to consumer/provider/personnel information and WRHN business.</p> <p>Always behave in professional manner, providing a good role model for others.</p>	<p>Works collaboratively with various health professionals within the service and in other services</p> <p>Demonstrates time and organisational management by the ability to meet work demands and deadlines.</p>
Cultural Safety & Responsiveness	<p>Demonstrates a commitment to Te Tiriti o Waitangi/The Treaty of Waitangi through partnership, participation and protection.</p> <p>Services are delivered with an understanding of culture, equity issues, systemic and intuitional racism and a focus on equity of health outcomes.</p>	<p>Demonstrates ability to engage effectively with Māori consumer.</p> <p>Demonstrates ability to apply Te Tiriti o Waitangi/ The Treaty of Waitangi within service.</p> <p>Demonstrates ability to engage effectively with all consumer/</p>

	<p>Engages effectively with Māori.</p> <p>Demonstrates awareness of own values, beliefs, attitudes and assumptions and the effect this may have on practice.</p>	<p>patients/stakeholders.</p> <p>Participation in WRHN Cultural and Equity orientation.</p>
Health and Safety at Work	<p>Ensure that safe working procedures are practised and no person is endangered through action or inaction.</p> <p>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</p> <p>Is able to apply WRHN's emergency procedures, including use of safety equipment and materials.</p> <p>Ensure that all incidents including near misses are reported within the required timeframe using the WRHN's incident reporting system.</p> <p>Actively participate in the WRHN's health and safety programmes, through input into meetings and feedback through committee structures.</p>	<p>Ensure that safe working procedures are practised and no person is endangered through action or inaction.</p> <p>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</p> <p>Is able to apply WRHN's emergency procedures, including use of safety equipment and materials.</p> <p>Ensure that all incidents including near misses are reported within the required timeframe using the WRHN's incident reporting system.</p>
Professional development	<p>Demonstrate and advocate a personal learning orientation;</p> <p>Seek and constructively use feedback to build on strengths and manage weaknesses.</p> <p>Be curious and share learning, and in doing so create an expectation in others to seek and learn from experiences.</p> <p>Participate in relevant training programmes as required, or as approved to enable the best productivity</p>	<p>Undertakes responsibility for own professional development.</p> <p>Participates in performance reviews as agreed.</p> <p>Develops personal objectives to address identified learning needs.</p>
Confidentiality		
<p>All employees have a responsibility to comply with the requirements of the Privacy Act 1993 and the Health Information Privacy Code 1994 and any subsequent amendments.</p>		
<p>This position description is not intended to be exhaustive and includes a requirement to undertake such other duties as may be required from time to time by your direct report. Key services and/or projects will be identified and agreed by both parties.</p>		