Position description

Position title	*Senior Network Engineer*
Group / Branch	*Finance & Technology/Business Technology Services*
Reports to (Title)	*Infrastructure Manager*
Competency level	Individual Contributor

Job Purpose

The purpose of this role is to provide specialist advice and experience to South East Water's IT infrastructure team. The technologies include Checkpoint Firewalls, Cisco switch and Wireless networks and monitoring tools such as Splunk and Cisco Catalyst Centre. This role will be assigned to projects and be accountable for the day-to-day monitoring, alerting, response and resilience of network services

Key Accountabilities

Drive Continuous Improvement Lead design and delivery of IT infrastructure that increase performance, resilience, and reliability of services to SEW stakeholders. Provide reporting and metrics that demonstrate security, performance management and accessibility of key platforms and systems

Operational Excellence and Program Delivery Accountable for the day-to-day performance of on-premise environments. Ensure that the platforms are secure, monitoring, alerting and response are appropriately implemented and executed to ensure that services are efficient, automated where possible and remain highly available and that resilience tasks (backup, disaster recovery, high availability) are in place.

Provide project support and manage Level 3 technical escalations from the IT ServiceDesk and broader IT team through to resolution.

Influence and Technology expertise Lead technical and non-technical employees in the awareness and understanding of possibilities and the journey to move to cloud platform operations. Work closely with cross-functional teams, including developers, system administrators, and architects, to deliver cohesive solutions and support project objectives.

Knowledge, Skills & Experience

Key skills, knowledge and experience includes:

- 7+ years technology experience working in a network support team.
- Ability to understand and disseminate industry terminology and concepts to technical and non-technical stakeholders.
- Excellent problem-solving and troubleshooting skills.
- Use discretion to manage short term BAU and Project priorities.
- Strong experience working with Firewalls.
- Strong experience with Implementing and maintaining Cisco LAN and Data Centre Switches,
- Experience maintaining Cisco Wireless solutions.
- Experience with Syslog Observability tools.
- Experience with monitoring tools such as Cisco Catalyst Centre.
- ITIL and ITSM working knowledge and experience.
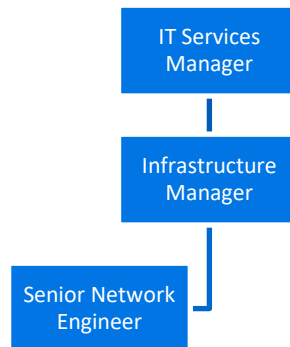
Education and Formal Certifications:

- Tertiary qualifications in an IT discipline highly desired or relevant work experience
- Relevant technology certifications across the infrastructure landscape:
    - Cisco Certified Network Professional
    - Firewall Vendor Professional Level Certification

SFIA Framework

SFIA Skill	Minimum Level required to meet role expectations
Application Support	4
Availability Management	5
Relationship Management	4
Supplier Management	4
Incident Management	4
IT Security	4
Specialist Advice	5
Service Acceptance	4
IT Infrastructure	5
Change Management	4

Dimensions

Organisational Chart

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        │   IT Services    │
        │     Manager      │
        └────────┬─────────┘
                 │
        ┌────────┴─────────┐
        │  Infrastructure  │
        │     Manager      │
        └──┬───────────────┘
  ┌────────┴─────────┐
  │  Senior Network  │
  │     Engineer     │
  └──────────────────┘
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Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations none

Compliance management responsibilities outlined in the compliance and obligations register none