

Job title: Senior Systems Engineer	
Classification: Band 8	Effective Date: October 2023
Reports to: Coordinator IT Infrastructure	Tenure: Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Senior Systems and Security Engineer leads Whitehorse's infrastructure planning and implementation tasks and manages cross organisation infrastructure projects to support Council's technology. This role is a key member of a small team that ensures planned and operational IT services deliver the desired levels of confidentiality, integrity and availability while providing specialised advice and coordination of IT risk and security-related activities. The position maintains IT systems and ensures that the integrity of the infrastructure and data is protected in line with security strategies. Through strategic contribution, the position participates in risk assessments, awareness programs, managing and reporting on security incidents and develops and strengthens the organisations security posture.

Key Responsibilities

Position Specific Responsibilities

- Lead the IT infrastructure projects (Desktop and Collaboration solutions, Network and Telephony services, Identity Management and Access Controls programs and uplifting Cyber Security controls).
- Provide customer service and provide clients with appropriate information.
- Ensure change management frameworks and best practice guidelines are followed.
- Maintain customer incidents and resolution information raised by staff.
- Work collaboratively with internal and external partners and technology vendors.
- Evaluate new technologies and provide technical reviews and strive for improvements in the quality and type of solutions offered and continually look for improvement within IT Infrastructure.
- Optimize infrastructure performance through projects, monitoring and controls.
- Manage the installation and integration of system updates and enhancements.
- Produce technical designs, documentation, maintain automated patching and develop procedures.
- Plan, schedule and manage the installation of new or modified hardware and operating systems.
- Collect and analyse lifecycle management and performance statistics for reporting purposes.
- Manage the roadmap and installation of systems fixes, patches, updates, and enhancements.
- Manage systems resources including performance, capacity, availability, and recoverability.
- Manage and report on security incidents and strengthen the security posture of the organisation.

- Manage and maintain the cyber security base and reduce the risk of security breaches.
- Ensure proactive management of security incidents, investigating complex cyber security events, including the analysis of indicators of compromise, attacks, telemetry data and alerts.
- Manage and maintain the security and efficiency of systems including cloud services.
- Knowledge and experience with ASD Essential Eight and OVIC frameworks.
- Enhance the information security threat and risk framework, assessments and audit responses.
- Manage scheduled penetration and phishing tests, security audits and DR/BC exercises testing.
- Conduct real time monitoring, analysis and triage of security events and alerts from multiple sources and respond to these alerts, eg Industry security partner alerts and recommendations.
- Provide specialised advice regarding IT risk and security practices in areas such as system architecture and configuration, best practices, policies and procedures, security verification and disaster recovery.
- Contribute to confidential IT investigations and audits related to breaches of policy where required.
- Contribute to the development of IT risk and security policies, practices and guidelines.
- Perform technical and compliance assessments of information security and cyber security controls.
- Provide IT budgetary advice and maintain operational costs in line with departmental budgets.
- Understanding of operations and services with the ability to work in a positive team environment.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil.

Staff responsibility: Nil

Decision Making:

- This position is required to operate with a high degree of professionalism under direction of IT leadership.
- This position involves solving problems, using procedures and guidelines and the application of technical knowledge or knowledge acquired through relevant experience.
- This position requires making operational decisions under general supervision.
- Problems may be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Key Relationships

- The incumbent liaises with staff at all levels within the organisation including, Information Technology Manager, Executive, Managers, Business Support teams and the user base. The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- The position may require contact with residents and community group representatives on matters relating to the Whitehorse computer systems or security.
- The position will liaise with all IT support staff, suppliers and Whitehorse City Council employees, and have the ability to gain co-operation and assistance from clients, contractors and employees.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Relevant tertiary or post graduate qualification in the area of Information Technology, Information Security, Computer Science or similar.
- Extensive demonstrated experience in supporting Microsoft Windows Servers, Security concepts, administration of server images, and exposure to virtualisation technologies.

- Security certifications will be highly regarded.
- ITIL training and qualifications would be an advantage.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology

- Excellent knowledge of ICT trends, issues and opportunities particularly those related to information security standards and their applicability, infrastructure, cloud and applications.
- Demonstrated experience in managing Microsoft hybrid environments.
- Demonstrated high-level analytical skills and investigative skills within IT, Security and Risk.
- Ability to identify inconsistencies in current systems and processes.
- Strong knowledge of information security practices with competences in a multitude of cyber security disciplines with primary responsibilities in enterprise-wide monitoring, threat detection, analytics and reporting.
- Demonstrate expertise in the investigation of complex security events, including the analysis of indicators of compromise, attacks, telemetry data and alerts.
- Must have a detailed and demonstrated understanding of security systems and controls, Microsoft Windows Server Operating Systems, VMWare, Ubuntu and related technologies.
- Demonstrated ability to produce technical server designs, manage upgrades, maintain patch management processes, create and manage server images, maintain and monitor infrastructure lifecycle management.
- Experience in writing and maintaining PowerShell scripts.
- Experience and formal training in Council's Core Information systems is desirable.
- The ability to provide escalated help desk support and advice.
- Highly developed technical skills to monitor, detect and respond to security alerts, incidents and threats.
- Requires a high degree of technical ability tempered by a superb customer focus philosophy.
- Required technical skills: VMWare, vSAN, VMWare SRM, Lenovo XClarity, Rapid7 VM, CrowdStrike, Proofpoint Email Security, KnowBe4, PRTG, Ubuntu, Veeam, AvePoint, Azure AD and ManageEngine.

Interpersonal

- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
- Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.

- Ability to manage time, prioritise allocated work tasks and handle multiple tasks simultaneously.
- Ability to operate with patience and empathy when under pressure.
- Ability to support strategies, programs and policies of the IT Department and Council.
- Proactive in keeping leadership informed of issues that may impact service standards.
- High level communication skills, both verbal and written.
- An understanding of the operations and services of a dynamic team, and ability to work in a team environment and positively contributing towards the team outcomes.

Leadership/management:

- The successful applicant must have skills in managing time, setting priorities, planning and organising their own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Must be familiar with budgeting techniques to ensure that projects are managed within cost constraints.
- Must provide appropriate scheduling of IT tasks to IT support staff.
- Ability to work as an effective and positive member of a team.
- Provide mentoring and coaching to other members of the team.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology, Information Security, Computer Science or similar.
2. Excellent knowledge of ICT trends, issues and opportunities particularly those related to information security standards and their applicability, IT infrastructure, cloud and applications, with a high degree of knowledge of IT risk and security practices, networks, operating systems and application platforms.
3. Excellent research, analytical and problem-solving skills, including the ability to identify solutions to challenging issues with highly developed technical skills to monitor, detect and respond to security vulnerabilities, incidents and threats
4. Demonstrated ability to produce high level and detailed technical designs, manage upgrades, maintain patch management processes, respond to complex cyber security events, and maintain & monitor infrastructure lifecycle management.
5. Demonstrated ability to work effectively in a team environment, respects different viewpoints and ideas.

6. Excellent communication skills, including the ability to prepare professional documentation for various audiences, advise and negotiate at high levels and maintain discretion in a complex environment.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments:

- The position may be required to attend out of hours meeting.
- The position may be required to work from different locations within the municipality.