



POSITION DESCRIPTION

Role Title:	Senior IT Systems Engineer
Reports To:	Information Technology Manager
Direct Reports:	Nil
Location:	Invercargill

POWERNET

Our Purpose: Safe | Efficient | Reliable: Power to Communities

<p>Our Critical Success Factors</p> <ul style="list-style-type: none"> • Safety Always • Customer Focus • Continuous Improvement • Passionate Empowered People • Courageous Leadership 	<p>Our Values</p> <ul style="list-style-type: none"> • Up Front and Honest • Make a Difference • Do It Once, Do It Right • Back Each Other • Take Positive Action
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PURPOSE OF THE ROLE

Oversee the support function of PowerNet’s IT systems with hands on as required

- System Administration of (including but not limited to):
 - Microsoft Server Technology (AD, DNS, DHCP, DFS, IIS, PowerShell, etc.)
 - Service Desk & MDM stack
 - Storage Infrastructure (SAN, NAS, etc.)
 - Virtualization Infrastructure (VMWare vSphere, ESXi, etc.)
 - Networking (Firewalls, Routing & Switching, VPN, etc.)
 - Physical & Virtual servers
- Policy & Security (including but not limited to):
 - Administration of Firewalls
 - Web, Mail and File Exchange Security
 - Administration of Antivirus Software
 - Administration of Remote Access
 - Keep company’s systems aligned with current security recommendations
- Escalates to support contractors or vendors for more complex troubleshooting or support.
- When required provides technical assistance to the Operations Systems Manager

KEY RELATIONSHIPS

	Nature of Contact (Conversational, motivation, persuasion, liaison, technical advice, resolve conflict, leadership, reporting, advocating, marketing, selling, negotiation)	Frequency of Contact (Daily, weekly, monthly, yearly)
Internal		



<ul style="list-style-type: none"> All internal staff IT Support Officer 	<ul style="list-style-type: none"> Technical advice Support and Assistance 	<ul style="list-style-type: none"> As required Daily
External <ul style="list-style-type: none"> Approved External Contractors <ul style="list-style-type: none"> Hardware and software suppliers Support e.g. Spark, Focus, Vocus 	<ul style="list-style-type: none"> Technical advice Liaison, negotiation 	<ul style="list-style-type: none"> As Required As Required

KNOWLEDGE AND EXPERIENCE, SKILLS AND ATTRIBUTES REQUIRED

Essential Criteria:

- Qualification/s required** – Tertiary IT qualification or relevant industry certification.
- Registration and Licences** – Current NZ full class 1 driver's licence
- Specific Technical Competencies** –

Experience/Knowledge/Skills:

- Suitable technical skills or experience
- Experience maintaining Microsoft applications and operating systems.
- Maintenance and support of pc hardware and printers would be an advantage.

Personal Attributes:

- Excellent interpersonal communication skills.
- A positive attitude and a sense of humour is a must.

AUTHORITY LEVELS	ACTIVITY	CRITERIA
Financial	<ul style="list-style-type: none"> Authority to commit routine expenditure 	<ul style="list-style-type: none"> Within delegated authority
Contractual	<ul style="list-style-type: none"> Limited contractual authority 	<ul style="list-style-type: none"> Within delegated authority and with approval of Manager
Staffing	<ul style="list-style-type: none"> No staff authority 	
Operational		

ROLE SPECIFIC RESPONSIBILITIES

KEY RESPONSIBILITIES	EXPECTED DELIVERABLES	EXAMPLE MEASURES
System Administration	<ul style="list-style-type: none"> Management of Active Directory Group Policy management Network switch configuration 	



Help Desk	<ul style="list-style-type: none"> • Be the liaison person for Tier 3 issues logged on the ICT issues register which includes helpdesk support. 	<ul style="list-style-type: none"> • Interacts professionally with a sense of humour and a positive, friendly attitude at all times.
Support	<ul style="list-style-type: none"> • Provide support services to, PowerNet Limited, and other approved external parties who require a connection to PowerNet applications. • Assist with ICT system projects as required 	<ul style="list-style-type: none"> • Provides support services to PowerNet staff, as required. • Provides application and hardware support and training when required • Assists with the maintenance of telecommunications.
Training	<ul style="list-style-type: none"> • Complete health checks and training on how to use PC's effectively. 	<ul style="list-style-type: none"> • Provides induction training on Intranet and use of PC for new staff
Project Work	<ul style="list-style-type: none"> • ICT Projects as required. 	
Documentation	<ul style="list-style-type: none"> • Maintain ICT systems documentation. 	
Hardware Configuration	<ul style="list-style-type: none"> • Configure new hardware e.g. Laptops, PC's, Thin Clients, Phones, PDA's, Network Switches 	
Other duties	<ul style="list-style-type: none"> • Undertake such other responsibilities as may be reasonably required from time to time • Assist after hours, if necessary, for emergency work in a management role. 	<ul style="list-style-type: none"> • Takes on additional duties willingly when asked. • Looks for additional work when not busy. • Supports others whenever possible. • Is willing, participative and responsive in emergency situations.

COMPANY SPECIFIC RESPONSIBILITIES		
CRITICAL SUCCESS FACTORS	EXPECTED DELIVERABLES	EXAMPLE MEASURES
Safety Always	<ul style="list-style-type: none"> • Adhere to safe working practices and comply with the provisions of the Health and Safety in 	<ul style="list-style-type: none"> • Applies "I am safe" behaviour to all workplace practices. • Complies with all policies and



	<p>Employment Act 1992 and the Company Safety policies appropriate to the working conditions</p> <ul style="list-style-type: none"> • Compliance with the Electricity Regulations 1997, Electricity Act 1992, and associated Codes of Practice. • Ensure staff and contractors working for PowerNet are aware of the safe working practices to establish a safer and hazard free workplace • Show a commitment to and comply with the company's health and safety policies, systems and procedures. • Ensure safety is a consideration in all aspects of your work and use safe work practices and procedures at all times. • Be pro-active and identify and report hazards and apply appropriate hazard control measures. Engage with the public wherever possible to increase awareness of hazards. • Report all work or observed network accidents (hits), and incidents, (near hits) • Report all illnesses. • Report faulty facilities, plant and equipment immediately. • Ensure that you are not impaired physically or mentally to carry out assigned tasks. 	<p>Acts related to health and safety.</p> <ul style="list-style-type: none"> • Complies with all regulations, legislation and Codes of Practices • Records all safety non-conformances and subsequent corrective actions • Takes all practicable steps to ensure own safety, the safety of our contractors and the public and their property. • Ensures the continuous improvement of the Company's Health and Safety Policies with the associated commitment to accurate reporting and recording
<p>Customer Focus</p>	<ul style="list-style-type: none"> • Quality of workmanship • Quality of product • Quality of service • Maintain high levels of cooperation with the public, customers and team members of PowerNet 	<ul style="list-style-type: none"> • Has a "do it once, do it right" attitude • Every interaction with others encourages a return engagement • Is dedicated to meeting the expectations and requirements of internal and external customers. • Gets first hand customer information and uses it for improvements in products and services. • Acts with customers in mind. • Establishes and maintains effective relationships with customers and colleagues and gains their trust and respect.



<p>Passionate Empowered People</p>	<ul style="list-style-type: none"> • Operate as a team member team ensuring good working relationships with all other teams. • Complete business obligations in an ethical manner and produce a positive contribution for all who engage with you. • Ensure others are fully informed of any activities or issues that may impact on the work they are doing in their areas. • Act at all times with integrity. • Maximise skills and knowledge for benefit of company • Act in line with company values and critical success factors 	<ul style="list-style-type: none"> • Harmonious working relationships with all other teams. • Shares knowledge and expertise. • Ensures information on activities is provided to those who may need knowledge of it. • Is widely trusted. • Is seen as a direct and truthful individual. • Can present the unvarnished truth in an appropriate and helpful manner. • Keeps confidences. • Admits mistakes. • Doesn't misrepresent self for personal gain
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Support and participate in working practices based on Total Quality Management principles. • Ensure appropriate quality audits are conducted each month. 	<ul style="list-style-type: none"> • Is dedicated to providing organisation or enterprise wide common systems for designing and measuring work processes. • Seeks to reduce variances in organisation processes. • Delivers the highest quality products and services which meets the needs and requirements of internal and external customers • Is committed to continuous improvement through empowerment and management by data. • Leverages technology to positively impact quality. • Is willing to re-engineer processes from a full review of the existing. • Is open to suggestions and experimentation. • Creates a learning environment leading to most efficient and effective work processes



<p>Courageous Leadership</p>	<ul style="list-style-type: none"> • Act in a manner which reflects the Company's vision and values • Be a role model of optimum health and safety practices. • Assist in development of team and delivery practices. • Commit to and model a 'one way of working' philosophy. • Model and encourage the expected behaviours and philosophy of the company. 	<ul style="list-style-type: none"> • Aligns with the culture, values and mission. • Operates with mission and values in mind. • Encourages others to act in a manner aligned with organisational culture, values and mission. • Promotes a positive image of the Company within the Group, amongst customers and the public at large.
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Note: The above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager and may be included in performance review accountabilities.

Incumbent: _____

Date: _____