

SHAPING AN
AWESOME
HAMILTON



INFRASTRUCTURE ENGINEER

DIGITAL SERVICES - PEOPLE, PERFORMANCE AND CULTURE

WHY WE ARE HERE

To improve the wellbeing of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the People, Performance and Culture Group. The purpose of this group is to enable success through our people and culture.

WHAT YOU WILL DO

Reporting to the Platform Manager – Cloud and Network, you will be working with a variety of individuals including business users, internal and external customers, application developers, project leaders and others with a primary focus on large-scale systems, applications, databases, and reports leveraging multiple tools, processes, and technologies.

You will primarily be responsible for monitoring and reviewing the Council's IT infrastructure systems, networks, and processes. Your main tasks will include ensuring that SLA targets are met, maintaining information security, and ensuring functional integrity, performance, capacity, and high availability. You will oversee and manage daily activities related to infrastructure.

Specifically, you will support a Windows-based server environment with more than 200 servers, including on-premises, private, and public cloud setups. You will work with ESX virtualization and SCCM. While basic scripting skills are beneficial, they are not essential. You should have knowledge and experience in troubleshooting user issues within a Windows environment, such as access problems, account issues, and using the event viewer. Additionally, you should have the ability to learn new skills and technologies.

Reports to	Platform Manager Cloud and Network
Responsible for (total number of staff)	
Delegation	\$0.00
Budget	\$0.00

KEY OUTCOMES

The **main outcomes** for this role include:

Master consoles operate efficiently, providing accurate performance monitoring of computer systems and networks.

All systems consistently comply with established policies and meet business requirements.

Systems and networks achieve and maintain their target availability, including wireless networks.

Device security configurations and related documentation are accurate and up-to-date, reflecting the current production environment.

Internal assets are effectively protected through a well-functioning anti-virus infrastructure.

Technical issues within the infrastructure are promptly identified and addressed.

Critical IT resources are reliably identifiable and maintained through effective configuration management.

Collaboration with the Team Leader leads to optimized operational levels for IT functions.

Backup processes for systems are thoroughly reviewed, with schedules managed in alignment with outsourcing partners.

Information systems are designed, developed, and deployed according to established architectural standards.

Hardware, software, and network problems are efficiently resolved, with vendor management as needed.

All servers and processes are monitored continuously, ensuring proactive support through timely alerts.

The IT Continuity Plan is fully operational, regularly tested, and up-to-date.

The availability plan is successfully implemented, ensuring IT services meet business performance needs effectively.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

- Tertiary and/or industry qualification in IT, or equivalent experience.
- Microsoft Certified: Azure Fundamentals or an equivalent certification.
- Good understanding of common server architectures.

- At least 3 years of experience in managing and administrating servers and networks.
- Experience with Active Directory administration.
- Familiarity with virtualization and troubleshooting Windows Server.
- Excellent verbal and written communication skills, able to convey technical information clearly.
- Foster a culture that values collaboration.
- Experience with SCCM and ESX virtualization.
- Basic scripting knowledge is a plus.
- Experience in local government is preferred.
- Background in the information services industry is preferred.
- Knowledge of networking, firewalls, DNS, and network configuration and support is preferred.
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HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.