

**Position Title**

Senior Network Engineer - IMD

**Reports To**

Team Leader Infrastructure Support - IMD

**Group**

Services

**Date Created/Updated**

May 2019

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**About the Ministry**

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous. We do this by building connections with and influencing other countries to advance New Zealand's interests and project New Zealand values. We provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to New Zealanders' wellbeing in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Our values are:

**Impact**

- We achieve for New Zealand, everyday, everywhere

**Kotahitanga**

- We draw strength from our diversity

**Courage**

- We do the right thing

**Manaakitanga**

- We honour and respect others

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## Diversity and Inclusion

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflects the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

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## About the Division

The Information Management Division (IMD) is responsible for the provision of global cost effective and reliable technology systems, solutions and support, and the management and oversight of records and archives, with programmes to enable staff to better access and share information and knowledge across the Ministry's global network.

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## About the Infrastructure Team and this Position

This is a Senior Networking role within the Infrastructure team of IMD's Technical Operations Unit.

The Infrastructure team is responsible for the management, stability and integrity of the Ministry's infrastructure systems, which includes

- Supporting Ministry staff in the use of IMD provided services. The services this role is responsible for are:
  - WAN and LAN environments deployed globally
  - Network security
  - VPN and Encryption services
  - Network hardware and operating systems
  - Virtual Network infrastructures
- Providing advice, assistance and resource to support operational security assurance for the management and use of systems and services ensuring compliance with New Zealand government security policies and cyber security strategy.
- Provide advice, direction and support for system development and upgrades ensuring maximum availability and performance for users
- Participate in or technically lead BAU projects including upgrades and replacements, provide subject matter expert advice to development projects and participate in wider MFAT projects.

Specific responsibilities may change from time to time depending upon business requirements and changes will be discussed with the team member.

## Relationships

The position is required to build and maintain the following relationships:

- **Internal (within MFAT)**
  - Team Leader, Infrastructure Support, IMD
  - Technical Operations Manager, IMD
  - Enterprise Architecture Team, IMD
  - Service Delivery Manager, IMD
  - Change Manager, IMD

- Information, Risk and Security Manager, IMD
- Departmental COMSEC Custodian
- IMD Management and staff
- MFAT Project Managers
- Technical Support at Post
- Post Staff (incl. HOM/HOP, PSO, PTC, and LES)
- Other Divisions & Posts

➤ **External (outside MFAT)**

- Service Delivery Partners
- NZ Inc. Partners
- Other NZ agency and government technical staff
- Suppliers, contractors, 3<sup>rd</sup> Party IT Specialists

### **Key Accountabilities**

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

➤ **Operational Management and Monitoring (BAU)**

Proactively manage the Ministry's business networks to ensure optimum availability and performance. This will include:

- Proactive monitoring of the Ministry's LAN/WAN environments to ensure optimum availability
- Analysing the performance of the network, tuning and patching as required to ensure peak performance and security
- Reporting on network performance, trends, stability and reliability, highlighting key issues and making recommendations for improvement
- Developing and maintaining technical and operational procedures and all relevant documentation
- Providing reporting on the networks performance, resolution of problems and supplier performance as required
- Daily Checks
- Undertaking system patching in accordance with the Ministry's patching policy

➤ **Problem Resolution (Break/Fix)**

Providing technical support, troubleshooting and fault rectification of technical issues. This will include:

- Responding to issues via IMD's call management system
- Performing root cause analysis as required
- Developing, evaluating and testing options and recommending solutions
- Undertaking moves, additions and changes to the network as required
- Implementing changes (replacement, repair, configure, installation of hardware and software) in accordance with change management procedures
- Developing and/or updating all relevant technical, process, and system documentation including updating call management logs
- Following IMD's change control processes and preparing incident and recommendation reports

- Managing third party involvement (internal/external) as required
- **Operational Changes (Upgrades/replacements)**
  - Planning, designing and developing infrastructure changes following IMD's architecture management procedures
  - Identifying dependencies, resources and costs
  - Implementing changes using IMD's change control process
  - Conducting acceptance tests and commissioning systems and equipment
  - Maintaining all relevant documentation
- **Project Changes**
  - Participating in and technically leading projects as required
  - Provide subject matter expertise to projects and working groups from an infrastructure perspective
  - Participate in proof of concept (POC) activities
  - Comply with the system development life cycle (SDLC) and project management (PMLC) methodologies.
- **Other**
  - Provide technical advice and support for other IMD teams as required.
  - Develop and update, in consultation with the Architecture Team, MFATs major Infrastructure architectural plans
  - Provide training, technical advice and support to other staff as required
  - Develop and maintain industry contacts as required
  - Write financial and business papers
  - Provide technical leadership and mentoring to other team members
  - Perform backup Team Leader responsibilities during absences.
  - Perform other duties as directed by the Team Leader

## **Leadership**

- Contribute to the unit's delivery of its planned and agreed activity stream to realise its strategic priorities and high level outcomes;
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work; and
- Buddy new members of the team supporting a culture of learning and sharing of experiences.

## **Knowledge Management**

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders.

## **Organisational Responsibilities**

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework;
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders;
- Contribute to the preparation and reporting requirements of the Ministry's accountability documents;
- Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business;
- Using the Ministry's Capability and Leadership Frameworks, identify and participate in opportunities for learning and development, including through regular coaching and mentoring;
- Identify and pursue opportunities to build specialised skills, knowledge and experience aligned with the Ministry's Strategic Framework;
- Contribute to Ministry-wide projects and emergency response situations;
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures; and
- All other duties as requested by the employer.

## **Health and Safety**

- The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- Taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others;
- Complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015;
- Cooperating with health and safety policies and procedures;
- Identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace;
- Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so;
- Raising health and safety matters with your manager or health and safety representative (or contact as appropriate);
- Ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk; and
- Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

## **Qualifications, Skills, knowledge & experience**

You must have the following qualifications, skills and experience:

- A tertiary and/or industry qualification(s) in information technology and networking systems such as CCNA, CCNP, CCA is desirable, or equivalent industry experience
- At least 8 years practical experience in networking systems.
- Demonstrable interest in Network Security.

You will ideally have proven technical knowledge and experience in the following areas:

- Significant experience in the configuration and management of networking technologies, including: Switching, routing, firewalls, VPN, WAN optimisation, etc
- Significant experience in supporting physical and virtual network equipment, including:
  - Cisco (switches and routers)
  - HP (switches)
  - Fortinet (fortigate, fortimanager, fortianalyser)
  - Citrix (Netscaler, CloudBridge, NMAS)
  - VMWare NSX Firewall
- Significant experience at all levels of supporting network protocols, including: TCP/IP, BGP, SNMP, OSPF, etc
- Significant experience with resolving network issues and operating diagnostic tools
- Significant experience with configuring and operating network and enterprise management tools for proactive system management
- Significant experience in supporting an environment with a globally distributed user base accessing centralised services
- Proven practical experience with structured cabling infrastructures
- Good understanding of Microsoft Server Operating systems/Active Directory environments
- Experience with PKI technology
- Knowledge and experience in managing and maintaining data centre and computer room environments, including:
  - Remote system management
  - Server Hardware
  - Environmental management (power, aircon, racking, labelling etc)

You should also demonstrate the following professional skills:

- Ability to work with minimal supervision; highly self-motivated and willing to accept ownership of tasks and areas of responsibility
- Strong understanding of network and data security issues
- General Project management experience
- Project technical leadership
- Experience working in a team-orientated, collaborative environment
- Proven analytical and problem-solving skills
- Ability to gather and analyse data to produce reports
- Excellent written and oral communication skills
- Ability to lead and mentor other engineers with lesser experience
- Ability to collaborate in Infrastructure architectural planning
- Good understanding of IT Operations Management, ITIL principles, including incident, problem and change management principles
- Ability to build, maintain and leverage relationships with key internal and external contacts
- Strong planning and organising skills
- Strong judgment and decision making skills

### **Mandatory Role Requirements**

- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
- You must hold New Zealand citizenship.
- You may be required to travel overseas, including at short notice.
- On-call. Operations staff are expected to be part of the IMD on-call pool and are rostered on in accordance with the provisions of the on-call service requirements.