NEW ZEALAND
FOREIGN AFFAIRS & TRADE
Manatū Aorere

Position Description

Position Title - Ingoa Tūranga
Network Engineer [P402671]

Group - Puni
People and Operations

Division - Tānga
Information Management Division

Reports to - Menetia
Infrastructure Support Manager

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' 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.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect 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.

Our values are:
- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

This is a Network Engineer role within the Infrastructure team of IMD's Platforms and Infrastructure Unit.

The Infrastructure team is responsible for the management, stability and integrity of the Ministry's infrastructure systems. This includes the following core tasks:

- Providing day to day management and support for the Ministry's Infrastructure systems, which include:
    - WAN and LAN environments deployed globally
    - Infrastructure hardware and operating systems
    - Virtualisation platforms
    - Windows Server and all aspects of Active Directory
    - Data storage
    - VPN Services
    - Software deployment
    - System backup and recovery
    - Endpoint Protection
    - Encryption systems
    - Network security
- Supporting Ministry staff in the use of IMD provided services.
- 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, dircection 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.

This position within the team will have a primary focus on network and firewall services, however specific primary and secondary responsibilities of this role may change from time to time depending upon business requirements. Any changes will be discussed with the team member.

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Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Operational Management and Monitoring (BAU)
    Proactively manage the performance of the Ministry's business networks to ensure optimum availability. 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 system performance, trends, stability and reliability highlighting key issues and making recommendations for improvement
- Contribute to Risk Analysis, vulnerability identification, logging/auditing functions, incident response and investigations in the interest of cyber security.
- Developing and maintaining technical and operational procedures and all relevant documentation
- Providing daily, weekly, monthly reporting on the system performance, resolution of problems and supplier performance as required
- Maintaining IMD's Asset in accordance with the Ministry's Asset Management policies and procedures
- 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 infrastructure systems as required
- Implementing changes (replacement, repair, configure, installation of hardware and software) in accordance with change management methodology
- Developing and/or updating all relevant technical, process, and system documentation including updating the call log
- 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 and developing infrastructure changes
- Identifying dependencies, resources and costs

- Implementing changes using IMD's change control process
- Conducting acceptance tests and commissioning systems and equipment
- Maintaining and updating all relevant documentation affected by system changes

Project Changes

The following key leadership abilities of this role assist in delivering the Divisions and the Ministry's project delivery.

- Participating 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, particularly within the Platforms and Infrastructure Unit
- Provide training, technical advice and support to other staff as required
- Develop and maintain industry contacts as required
- Perform other duties as directed by the Team Leader

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.
- 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.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry–wide projects and emergency responses as required.

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Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Network Engineer will have the following experience, skills and knowledge:

Experience:

- A tertiary and/or industry qualification(s) in information technology such as CCNA, CCNP,CCA is desirable or equivalent industry experience
- At least 7 years practical experience in Networking systems.
- Demonstrable interest in Network Security.

Skills and knowledge

The following are essential:

- Experience in the configuration and management of networking technologies, including: Switching, routing, firewalls, VPN, WAN optimisation, etc
- Experience in supporting physical and virtual network equipment, including:
    - Switches and routers (Cisco, HPe, Aruba)
    - Fortinet (fortigate, fortimanager, fortianalyser)
    - VMWare NSX Firewall
- Experience at all levels of supporting network protocols, including: TCP/IP, BGP, SNMP, etc
- Experience with resolving network issues and operating diagnostic tools
- Experience with configuring and operating network and enterprise management tools for proactive system management
- Ability to gather and analyse data to produce reports

The following are beneficial:

- Experience with the Zscaler suite of products (ZIA, ZPA, ZDX, SIPA)
- Experience in supporting an environment with a globally distributed user base accessing centralised services
- Familiarity with the New Zealand Information Security Manual (NZSIM)
- Good understanding of Microsoft Server Operating systems/Active Directory environments
- Experience with PKI technology
- Experience or Certification with Microsoft Azure.
- Good understanding of working in a globally distributed environment
- Practical experience with structured cabling infrastructures
- Knowledge and experience in managing and maintaining data centre and computer room environments

- Cyber security in an operational environment, including Risk analysis, vulnerability identification, logging/auditing functions, incident response and investigations

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
- Ability to work in and promote a strong team-orientated, collaborative environment
- Proven analytical and problem-solving skills
- Ability to gather and analyse data to produce reports
- Strong written and oral communication skills
- General Project management experience
- Good understanding of working in a globally distributed environment
- 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
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga
The Network Engineer position is required to build and maintain the following relationships:
Within the Ministry:
- Team Leader, Infrastructure Support, IMD
- Technical Operations Manager, IMD
- Enterprise Architecture Team, IMD
- Service Delivery Manager, IMD
- Change Manager, IMD
- IMD Management and staff
- Technical Support at Post
- Post Staff (incl. HOM/HOP, PSO, PTC, and LES)
- Other Divisions & staff

Outside the Ministry:
- Service Delivery Partners
- NZ Inc. Partners
- Other NZ agency and government technical staff
- Suppliers, contractors, 3rd Party IT Specialists

Delegations - Whakatautapatanga
- The role is not responsible for the management of any direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga
- You must hold New Zealand citizenship.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

On-call requirements - Staff in the Technical Operations unit 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.

References
- **Ministry's Strategic Intentions**
  Available here: https://www.mfat.govt.nz/en/about-us/our-strategic-direction/