

# CLOUD & NETWORK SUPPORT ENGINEER

## POSITION DESCRIPTION

<b>Position Title:</b>	Cloud & Network Support Engineer
<b>Responsible To:</b>	Manager, Enterprise Platforms & Cyber Security
<b>Council Portfolio:</b>	Corporate Services
<b>Council Program:</b>	Information Management
<b>Classification Level:</b>	Salaried, Level 5

### Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

### Overview of Program

The Information Management Team delivers integrated technology solutions that improve access to information, streamline processes, and encourage collaboration across the organisation, to enable the delivery of customer focused services to our community.

### Key Relationships / Interactions

<b>Internal</b>	Employees across the Information Management Program City of Adelaide (CoA) employees across all Portfolios and Programs
<b>External</b>	Local Government and State Government bodies Service providers, suppliers and contractors

# A unique team creating an extraordinary city



## Primary Purpose

As a member of the Information Management team, the Cloud & Network Support Engineer's primary purpose is to support, maintain and document solutions related to Council's Azure Cloud and on-premise platform and networking infrastructure.

## Responsibilities

The Cloud & Network Support Engineer is responsible for;

- Providing professional and customer focused technical services, administration, monitoring, maintenance, support, advice, and knowledge for provisioning of one or more technologies.
- Assisting with planning, supporting and implementation of technical activities.
- Undertaking technical investigations to resolve technical issues with both Azure Cloud, on-premise and networking infrastructure.
- Resolving, collaborating on and escalating issues as appropriate to the Cloud & Network Engineers, Manager of Service Delivery, or other technical teams, and provide appropriate and timely information and updates to stakeholders regarding progress.
- Applying new concepts, and ideas to achieve innovative, efficient and effective delivery of specialist engineering, operational and project services.
- Participating in continuous improvement activities, including development of technical and process documents.
- Maintaining and understanding of applicable technologies by seeking out and learning about the latest trends and best practices in Azure cloud platform and networking infrastructure.
- Developing and maintaining support documentation to ensure the continuity of support for the IM cloud/on premise infrastructure solutions and system software.
- Providing quality customer service through timely incident and problem management practices.

## Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

# A unique team creating an extraordinary city



## Position Criteria

	Technical qualifications in Microsoft Server certification (MCSA or higher).	<b>Essential</b>
<b>Qualifications</b>	<p>Tertiary qualifications to Certificate level with majors in a technology related area.</p> <p>A tertiary qualification in ICT or related field and/or commensurate demonstrated experience.</p> <p>Technical certification in ITIL V2.0 or higher.</p>	<b>Desirable</b>
<b>People Management</b>	Demonstrated ability to influence peers and business stakeholders.	<b>Essential</b>
<b>Financial Skills &amp; Acumen</b>	An awareness of commercial acumen and strong sense of accountability.	<b>Essential</b>
<b>Technical Knowledge &amp; Experience</b>	<p>Demonstrable experience in managing and maintaining complex public cloud infrastructure such as Microsoft Azure, IaaS, PaaS and/or Amazon Web Services (AWS).</p> <p>Experience in utilising the latest network scripting technology (such as Cisco IOS the TCL) to manage and automate routine tasks.</p> <p>Experience in supporting complex networks, servers and hybrid computing environments such as but not limited to:</p> <ul style="list-style-type: none"> <li>• Setup and configuration of Office365, Microsoft Exchange and Active Directory</li> <li>• Windows Server 2019 – 2025</li> <li>• Microsoft Azure</li> <li>• Microsoft Office 365 management (Exchange, Teams, SharePoint)</li> <li>• DNS, DHCP, TCP/IP</li> <li>• Azure Site Recovery (ASR) (desired)</li> </ul> <p>Experience in utilising the latest server scripting technology (such as PowerShell) to manage and automate routine tasks.</p> <p>Ability to read and understand XML based log information for the purpose of debugging and automation.</p> <p>Ability to apply analytical and technical skills to develop a thorough understanding of a complex infrastructure environment and the work processes associated with operational management.</p> <p>Experience working within a medium-large enterprise utilising the ITIL v2.0 or higher fundamentals and frameworks for IM Systems Management.</p>	<b>Essential</b>
<b>Project Management</b>	<p>Demonstrated ability to manage multiple projects to achieve high quality outcomes on time.</p> <p>Prepared to take ownership and accountability for deliverables.</p>	<b>Essential</b>

# A unique team creating an extraordinary city



<b>Innovation &amp; Initiative</b>	<p>Demonstrated ability for innovative and creative solution creation, across complex issues that may impact the whole organisation.</p> <p>Proven ability to work collaboratively within a high functioning leadership team which values innovation and creativity.</p> <p>Building and developing simple and powerful business focussed solutions.</p>	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	<p>Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising.</p> <p>Ability to prioritise and be flexible when responding to changing priorities and demands.</p>	<b>Essential</b>
<b>Professional Development</b>	<p>A commitment to ongoing professional development and continuous learning.</p>	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	<p>Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.</p> <p>Demonstrated passion for the work that you do and the participation in sharing your successes with the team.</p>	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	<p>Excellent communication skills, both written and oral.</p> <p>Proven ability to collaborate and influence across all levels in order to create awareness and traction around the adoption of IM strategies.</p> <p>Proven ability to build positive relationships and consult, negotiate and communicate with all levels of leadership and employees, government agencies, stakeholders and the community, both verbally and in writing.</p>	<b>Essential</b>
<b>Administrative Skills</b>	<p>Demonstrated planning, prioritisation and organisation skills.</p> <p>Analytical nature with the ability to solve complex business issues.</p>	<b>Essential</b>
<b>Government Experience</b>	<p>Experience working in a government environment.</p>	<b>Desirable</b>

# A unique team creating an extraordinary city



## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• Deliver what matters</li> <li>• Ensure clarity of direction and unity of purpose</li> <li>• Inspire excellence and strive for outstanding results</li> </ul>
	<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Work together to build successful teams and partnerships</li> <li>• Be open, inclusive, and share knowledge</li> <li>• Seek, provide, and act on feedback</li> </ul>
	<p><b>Customer Commitment</b></p> <ul style="list-style-type: none"> <li>• Know your customers and put them first</li> <li>• Listen to and understand customer needs</li> <li>• Be responsive, close the loop and deliver on promises</li> </ul>
	<p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• Own your actions, successes and mistakes</li> <li>• Act with transparency, honesty, and respect</li> <li>• Do what you say you will do</li> </ul>
	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Look for ways to improve and create positive change</li> <li>• Think broadly and take a wider viewpoint</li> <li>• Be responsive to new ideas and opportunities</li> </ul>

# A unique team creating an extraordinary city



## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position

## Physical Demands

<b>Task</b>	<b>Office Workstation</b>
<b>Work Area</b>	<b>Various</b>
<b>Physical Demand Rating</b>	<b>Very Light Work</b>

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	<b>Critical Range of Motion:</b> Shoulder to 90° flexion.
Standing	✓			Accessing folders, p/copier, talking to others	<b>Lift Capacity:</b> Up to 2kg (ream of paper).
Walking	✓			Meeting with others, moving between rooms	<b>Push / Pull Force:</b> N/A
Climbing	✓			Option to take the stairs	<b>Shift Duration:</b> 7.5 hrs to 8 hrs
Bending	✓			Reaching down to low shelves, p/copier	<b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings.
Squatting	✓			Reaching down to low shelves, p/copier	<b>Task Rotation:</b> tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse.
Gripping		✓		Mouse, stationery, phone	<b>Breaks:</b> 0:15 minute tea break, 0:30 meal break
Forward Reach	✓			Typing, using the mouse, phone usage	<b>PPE:</b> Office attire and appropriate footwear.
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

**\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**\*\* Electronic Offer\*\*** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.