Senior Infrastructure Support Engineer (ICTSC)

Position Details

Reports to: Operations Manager: Enterprise Systems, Operations Manager: Core Systems, Operations Manager: Networks

Location: Information and Communications Technology Service Centre

District/Service Centre: Information and Communications Technology Service Centre

Shift work/non shift work: non shift work

Group: Resource Management

Remuneration range: Band I

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: Nil

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

The Information and Communications Technology Service Centre (ICTSC)

The purpose of the ICTSC is to provide advice and services to the New Zealand Police covering business process improvement, information management, telecommunications and technology. It is responsible for management, development and security of Police's extensive technology and information assets.

The ICTSC enables Police's strategies by having a deep understanding of operational needs and from there creating innovative services that Police Officers value and use. These services are supported 24/7 by a National Service and Security Management Centre (NSSMC), partners and regionally based staff.

The ICTSC consists of the following functions, working together collegially to deliver on the performance expected by a modern policing operation. These are:

- Innovation and Alignment whose mission is to align ICTSC delivery to Police strategy through understanding business and operational requirements, designing innovative services, programme planning and working with partners.
- Delivery and Operations whose mission is to ensure that our technology assets deliver services that are cost effective, meet user expectations and can rapidly evolve to meet new operational needs.
- Information Security whose mission is to provide assurance that Police information assets are appropriately managed and protected.
- Information Strategy and Planning whose mission is to improve operational efficiency and effectiveness of Police by maximising the utilisation of information assets.

OPERATIONS AND INFRASTRUCTURE GROUP

The Operations and Infrastructure group is part of Delivery and Operations, managing Nationwide Servers, SAN and Tape Library environments as well as the Database, Firewalls, Mobile Devices, Desktop, Peripherals, Radio sites and related Infrastructure, Telephony & Data Networks Operations, and ICT Field Support, to ensure it meets the Police business requirements in regards to capacity, availability, performance and security.

This is a generic position description which covers the following portfolios:

- Senior Infrastructure Support Engineer: Unix - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Unix, Linux, middleware and SAN environments and its related infrastructure. The environment being maintained covers the core infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: MS & VMware - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Windows Server, VMware, Citrix Server environments and other Microsoft enterprise server technologies and its related infrastructure. The environment being maintained covers the enterprise infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: Email - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Email services, MS SharePoint, Archiving technologies and its related infrastructure. The environment being maintained covers the enterprise infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: End User Devices - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for End User Devices services and its related infrastructure. The environment being maintained covers the End User Devices infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: Radio - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Radio services and its related infrastructure. The environment being maintained covers the Radio infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: Telephony - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Telephony services and its related infrastructure. The environment being maintained covers the Telephony infrastructure that supports Operational Policing.
- Senior Infrastructure Support Engineer: Data - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for Data network services and its related infrastructure. The environment being maintained covers the Data network infrastructure that supports Operational Policing
- Senior Infrastructure Support Engineer: Systems Management - Responsible for providing technical and functional direction for Infrastructure Support Engineers, and 3rd level support for the Enterprise Systems Management and Backup / restore environments and its related infrastructure. The environment being maintained covers the Systems Management infrastructure that supports Operational Policing.

Purpose

The purpose of the Resource Management Group is to enable us to deliver Our Business through advice, assurance, training and support.

To support the delivery of these outcomes the Senior Infrastructure Support Engineer (ICTSC) will be responsible for the day to day management and technical and functional direction of enterprise infrastructure environments, to ensure data integrity, reliability and performance at optimal efficiency.

They will also provide 3rd level support for the software distribution, application related data movement and systems patching of the enterprise infrastructure environments to ensure systems integrity, application availability, and performance at optimal efficiency and reliability.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service delivery

- Prioritises and delegates tasks across levels of support for their designated infrastructure environment.
- Maintains appropriate business knowledge and technical skills for infrastructure and services in their infrastructure environment.
- Ensures key systems have a high level of availability and issues are responded to immediately, being prioritised in accordance with business practice and policy.
- Provides effective service delivery capability in a way that is aligned with the ICTSC strategic vision and service objectives
- Assists in establishing and maintaining a NZ police wide approach to the Service management lifecycle.
- Implements new solutions/services, and performs pro-active maintenance and enhancement of the Infrastructure within their portfolio that supports Police services and related stakeholders.
- Applies Level 3 Infrastructure Support services to fulfil business requirements as defined in the appropriate Infrastructure Service Level Requirements/Agreement, including some coordination / escalation across other support teams in conjunction with Service Desk.
- Works with infrastructure teams to ensure that ICTSC infrastructure has sufficient resource / capacity to meet agreed customer requirements economically.
- Monitors the availability of Infrastructure Support services as specified by the customer in the service level agreement, including some coordination/escalation to infrastructure teams in conjunction with Service Desk.
- Raises and coordinates changes for Infrastructure fault fixes/patches/scheduled outages as part of business as usual.
- Proactively monitors the environment for potential problems, and plans and implements system enhancements for the Systems Management and backup systems environment using industry best practices, as required.
- Provides specialist knowledge and advice relating to Infrastructure and its usage, including advising end-users on Infrastructure functionality and business context and other ICTSC teams on specific technical aspects of an Infrastructure.
- Distributes software to all enterprise infrastructure environments, moves software related data between environments, and patches system software and other applications as defined in the appropriate Infrastructure Service Level Requirements/Agreement, including some coordination / escalation across other support teams in conjunction with Service Desk.
- Delivers Level 3 Infrastructure Support services to minimise the impact of Infrastructure faults to the business, in consultation with development groups and vendors, with a focus on incidents that have not occurred previously and which require a workaround / solution to reduce/eliminate further instances of the incident.
- Investigates and resolves Infrastructure issues, initially finding a temporary workaround, and ultimately identifying and fixing the root cause.

- Looks for trends in Infrastructure incidents to identify and resolve underlying problems, covering issues at the enterprise level as well as individual user or device.
- Provides and/or coordinates implementation of solution requests required by projects including the provision of support owner functions, ensuring that product and solution requirements meet established production standards.
- Monitors and controls vendor support and ensures it is delivered according to a defined and agreed Underpinning Contract (UC).
- Maintains systems documentation to a high standard, covering backup/recovery, system configuration, manual and automated tasks, upgrade planning and fault resolution methods.
- Available for out of hours support on a rostered basis, and acts as an escalation point for the team.
- Follows Police ICTSC standards and procedures, including but not limited to change control, data integrity and security requirements.
- Scope of role is NZ wide with national significance, and can include support to overseas deployments, PLOs, MFAT, Fire Services, and wider Justice sector agencies.
- Carries out any other tasks relating to the provision of support services as directed by the Head of Operations and Infrastructure.

3. Customer service

- Analyses issues and resolves to a high standard, or ensures the appropriate specialist team accepts responsibility for resolution, whilst maintaining overall accountability.
- Maintains close liaison with customers and other ICTSC teams to ensure the Release and Deployment will meet the customer expectations on delivery.
- Establishes and maintains a professional customer-focused service delivery culture that is service-based and aligned with current IT industry best practices.

4. Contract management

- Liaises with external contractors and vendors providing ICT products and services to ensure that Police service level agreements are met.
- Assists ICTSC management in developing and managing contracts for services with external suppliers, vendors, distributors and service providers, in collaboration with ICTSC managers.
- Assists ICTSC management in negotiating contracts with suppliers to achieve savings in expenditure and optimal results for Police.
- Assists in negotiating Service Level Agreements with service providers.

5. Strategy development

- Assists in the development of relevant Information and Communications Technology strategies.
- Researches, evaluates and recommends new products for the improvement of Systems and Infrastructure.
- Provides effective service delivery capability in a way that is aligned with the ICTSC strategic vision and service objectives.

6. Team work

- Supports and participates in the development and maintenance of a high performing team.
- Contributes in a positive manner to the setting and achievement of team goals, objectives and standards.
- Ensures organisation and team objectives are met by proactively supporting team members and associated groups, and identifying and addressing issues to provide improvement in service delivery.
- Supports working processes and encourages others to follow these processes, providing constructive feedback where relevant.

7. Relationship management

- Develops and maintains effective liaison and communication networks within the organisation, and with a wide range of personnel including;
- Internal - All ICTSC staff especially other Infrastructure Support Engineers and Infrastructure focused groups, operational police, administration staff and other members of the Police
- External - Information and Technology industry vendors, suppliers and consultants, government departments and agencies.
- Builds productive and positive relationships with clients, conducting service reviews for key clients, reviewing performance reports, service improvements, quality and processes.
- Provides management and performance reports to an agreed schedule.
- Manages and collaborates with third party suppliers where appropriate and ensures their performance and provision of services and quality is in line with business expectations and enables ICTSC to meet or exceed service levels.
- Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations.
- Negotiates mutually acceptable solutions and resolves conflict constructively.
- Conveys information in a way that provides a clear sense of direction to others.
- Writes and presents clear, concise, thoroughly researched communications appropriate to the audience.
- Ensures that requests received, are dealt with in a timely and professional manner.

8. General management

- Contributes to Police objectives as a member of the Operations and Infrastructure group and ICTSC.
- Acts as a source of expert information and advice in their area of specialisation for Police and ICTSC.
- Fosters a safe environment by integrating safety and health into all aspects of work practices and places of work.
- Ensures that key concepts of quality customer service, Maori responsiveness, partnerships, equal employment opportunities and community orientated policing are adhered to in all projects and initiatives.
-

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A non-core Children's Worker security check is required