Systems Engineer, SOE

Information Technology Office

Fremantle Campus

Candidate information pack

notredame.edu.au
ABOUT THE UNIVERSITY OF NOTRE DAME AUSTRALIA

The Objects of the University are:

a) the provision of university education, within a context of Catholic faith and values; and

b) the provision of an excellent standard of –
   i) teaching, scholarship and research;
   ii) training for the professions; and
   iii) pastoral care for its students.

The University of Notre Dame Australia is a private Catholic university with over 700 staff providing an exceptional educational experience to over 12,000 students across our Broome, Fremantle and Sydney campuses.

Degrees and courses are offered in: Arts & Sciences, Business, Education, Health Sciences, Law, Medicine, Nursing, Physiotherapy and Philosophy and Theology.

The University has sought to create an environment where staff and students feel part of a community, welcoming people from all backgrounds regardless of their faith. As a Catholic University, Notre Dame is committed to the pastoral care of staff and students.

The University seeks to recruit outstanding people who understand and respect our Objects, and have the skill, experience, qualifications, drive and persistence to pursue them. We expect our staff to be committed to excellence, to be creative, resourceful, self-initiating, and caring of each other and their students.

The University has a focus on educating the whole person and in forming our students intellectually within the context of the integration of faith and reason.

We achieve this through providing a liberal arts education in the Catholic intellectual tradition. As a young and innovative university, we are dedicated to providing a personal service to our students and adopting a caring approach to learning. Providing high quality university teaching, and professional work experience opportunities are critical to preparing our students for life and great career.

Integral to our success is our staff. We greatly value their loyalty to the University, our students and their commitment to striving for excellent results.

We look forward to welcoming you to our unique Notre Dame community.

For more information about Notre Dame, working for a Catholic university and our Staff Benefits visit notredame.edu.au/about/employment
POSITION DETAILS

Position title            Systems Engineer, SOE  
School/Office            Information Technology Office
Location                Fremantle Campus
Employment type         Full-time, Continuing
Remuneration            $96,861pa (Level 7), inclusive of $85,459 Base Salary pa, 12% superannuation and 17.5% annual leave loading
Closing date            24 January 2020

About the role

This position will be responsible for supporting and developing the University’s desktop standard operating environments for both staff and students including providing leadership in relation to managing and monitoring the University’s desktop SOE development and support environment.

Enquiries about the role

For further information about the role, please contact IT Operations Manager, Kojo Sarkodee: Phone: (02) 8204 4447, Email: kojo.sarkodee@nd.edu.au

How to apply

Submit your application to jobs@nd.edu.au

Applicants are expected to address the selection criteria in their cover letter and have current and valid work rights in Australia.

Aboriginal and Torres Strait Islander people are encouraged to apply.

The University of Notre Dame Australia seeks to increase the diversity of our workforce to better meet the different needs of the University and its stakeholders and to improve equal opportunity outcomes for our staff.
DUTY STATEMENT
The responsibilities in this Duty Statement are in addition to the requirements set out in The University of Notre Dame Australia General Staff Conditions of Employment, and may be amended from time to time by the Vice Chancellor or the University.

This position reports to the Manager, IT Operations and is accountable to the CITO.

The duties of the position include, but are not limited to:

1. supporting and developing the University’s desktop standard operating environments for both staff and students including:
   a) providing leadership in relation to managing and monitoring the University’s desktop SOE development and support environment to ensure high reliability, availability, and security of desktops, ensuring seamless integration into the University’s network;
   b) providing recommendations on industry best practice for efficient technologies to enhance customer use of the desktop operating environment;
   c) providing thought leadership and skills around desktop security and general security awareness, to secure desktop operating environments including the efficient use of packaging tools for software assessment and deployment; and
   d) demonstrating excellent planning of application packaging and deployment skills to support and develop the University’s SOE environments in accordance with University strategic goals;
2. managing the SOE (Standard Operating Environment) builds by designing, deploying and maintaining it to ensure currency of department and school critical applications across all campuses;
3. demonstrating strong knowledge of Microsoft deployment methodologies for Windows desktop Operating systems and associated products;
4. within agreed standards and policies, monitoring and reviewing the desktop SOE performance using high level diagnostic skills and proposes and implementing consequent improvements;
5. exposure to the processes of Incident, Problem, Change and Configuration Management as per ITIL standards;
6. developing, maintaining and implementing a methodology for monitoring and measuring critical success factors, ensuring continuous improvement, appropriate use of key performance indicators, and adherence to industry standards and benchmarks;
7. ensuring the preparation of appropriate system documentation, including user guides, so that future maintenance and desktop support issues can be adequately addressed;
8. ensuring the application of project, quality, and risk plans for large SOE related projects are prepared and maintained in line with the Operations department documentation standards;
9. demonstrating strong customer focus by willingly assisting and working with staff and students at all times to ensure quality outcomes;
10. maintaining productive relationships with all members of the IT Operations and broader Information Technology Office teams, particularly the IT service desk and desktop support teams across all campuses, assisting with desktop support when and as required.
SELECTION CRITERIA

Essential

1. Supportive of the Objects of Notre Dame as a Catholic University.

Qualifications, Skills and Experience:

1. Minimum of 4 years managing and supporting End User Computing environments with 3 years' experience in SOE application packaging and support, maintenance and implementation for Windows 10 and Office 365

2. An equivalent combination of relevant experience, education and/or training.

Knowledge, Skills and Abilities:


4. Strong experience administering Active Directory and Group Policy.

5. Strong experience with enterprise deployment and management tools (i.e. SCCM).

6. Sound Scripting ability (PowerShell, VBScript, Batch, TSQL).

7. Working Knowledge of Incident, Problem, Change and Configuration Management (ITIL) processes.

8. Excellent documentation skills, for user training and technical documents.