



Sheldon College Position Description



ICT Infrastructure Engineer

Department:	Corporate
Responsible to:	Principal
Reports to:	Director of ICT

Welcome to Sheldon College

Sheldon College is an independent, co-educational, non-denominational College situated in Redland City, catering for students from 15 months of age through to Year 12. Our Mission is “to provide a quality educational experience in an environment that encourages and enables our students to succeed in a constantly changing world”.

We provide a first-class curriculum in the academic, sporting and cultural arenas with access to state-of-the-art classrooms, laboratories, resource centres and studios, as well as cultural, performing arts and sporting facilities. This ensures we deliver on our commitment to provide outstanding education in a safe, secure learning environment, underpinned by our philosophy of Love, Laughter and Learning.

Sheldon College’s innovative curriculum places a strong emphasis on students being engaged with authentic practices and skills that can later serve more complex endeavours. Sheldon College’s Edu-tech ecosystem is diverse and provides support across the College community. The College’s iPad Program for Early Learning through to Year 3, is complemented by the Years 4 to 12 self-managed device program. The College also provides access to dedicated industry-specific Microsoft and Apple computer labs, iPads and range of digital pedagogy tools and interactive technologies within our ArtScapes and LINQ Precinct Facilities.

Position Overview

The Infrastructure Engineer is an integral role in supporting the implementation of the College’s ICT Strategic Plan across the College. This role will be part of a collaborative and highly dynamic team, and as a member of the ICT Services Team will be responsible for providing leadership and operational management of the College’s networking infrastructure (data / voice), security posture, event and performance monitoring, unified communications and other networking services as determined by the ICT strategic direction of the College.

This role has KPIs within following areas:

- Infrastructure strategy and architecture planning;
- Project development, implementation and documentation;
- Service delivery, operation and monitoring.





Your Responsibilities

Leadership

- Provide technical leadership and guidance in designing, configuring and maintaining data and voice network infrastructure to ensure compliance with policies and regulations, and that all issues are addressed and resolved.
- Work with the ICT Services Team to determine future network requirements and produce network designs to meet the network availability, performance and security of the College.
- Design fit for purpose network policies, configurations and solutions with reference to approved architectural blueprints, security principles and operational reliability.

Operational

- Reduce operational risk and improve availability of the network by ensuring network access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
- Monitor and analyse the overall performance of systems to assess the need for performance tuning, updates, upgrades, enhancements, preventive maintenance and new systems, and recommend options for upgrading and improving the performance of systems.
- Develop and maintain technical documentation of all networking systems, policies and procedures.
- Troubleshoot and diagnose network problems, and determine the most appropriate technical solutions for resolving problems and issues to improve network performance that satisfies end user's needs.

Role Specific

- Planning, implementation and review network equipment acquisitions and enhancements including:
 - HA Firewalls,
 - Redundant Services (Internet, SIP) and Supporting Infrastructure,
 - Core, Edge Switching and Wireless,
 - Network Authentication,
 - DNS (Internal and External),
 - Content Filtering,
 - UPS,
 - Security Appliances,
 - Voice,
 - Public Address,
 - Emergency Services,
 - Security and CCTV,
 - IoT Support.
- Overseeing the installation and maintenance of critical cabling infrastructure including telephony, ethernet and fibre systems.
- Developing, implementing and maintaining policies, procedures for network administration, usage and disaster recovery.





- Monitoring network capacity (performance & resource utilisation) in order to take appropriate action to prevent unscheduled outages due to capacity constraints

Attributes

- Flexibility to adjust to shifting priorities and rapid change.
- Ability to work and team with people within and outside of ICT to balance demands.
- Ability to deal efficiently with escalations and difficult situations/people under pressure.
- High level of interpersonal, communication, organisational and decision-making skills.
- Ability to effectively and energetically present technology and business case propositions to peers, and executive leadership.
- Analytical abilities, coupled with a strong sense of ownership, urgency, and drive.
- Ability to understand and explain many different technologies and to communicate technical concepts in non-technical terms.

Experience

- Demonstrated experience in managing;
 - Palo Alto (Next-Gen Firewalls)
 - Cisco Meraki Switching and Wireless
 - Saasyan
 - Ribbon SBC
- Demonstrated experience in various aspects of technology infrastructure design and implementation, with tangible, relevant and demonstrated experience in delivering projects within scope and budget.
- Demonstrated experience in dealing with external vendors and suppliers.
- Proven ability to understand infrastructure requirements and translate them into solutions including developing designs, device configurations, IP addressing and switch port schema, providing solutions and support to various end user environments.
- Work with a ITIL focus and methodology.
- 2+ Years in an engineering function which includes experience with research, evaluation, and designing of WAN technologies, DC technologies, Security, Cloud, Communications and Automation as it relates to networking.

Workplace health & safety

- Ensure that safe procedures are in accordance with the College's Occupational Health & Safety Policy.

Certification

- Industry accreditation / certifications would be desirable.
Examples: ITIL, MTA, CCNA, CCNP