



## POSITION DESCRIPTION

POSITION DETAILS		
Title	IT Infrastructure Network Engineer	
Reporting to	Team Lead, IT Network Infrastructure	
Function	IT & Security Operations	
Section	Information Technology & Digital	
Team	Network Infrastructure	
Classification	Senior Officer	
People Leader (Y/N)	N	
Written by	David Petricevic	Date: 23/03/2022
Approved by	Anafrid Bennet	Date: 25/03/2022

POSITION PURPOSE
<p>Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.</p> <ul style="list-style-type: none"> <li>• This position is responsible for network planning, engineering, implementing, and maintaining GWW IT network infrastructure.</li> <li>• This position will provide technical support and expertise for GWW IT Network Infrastructure and is critical to deliver service level commitments.</li> <li>• This position will work closely with other parts of the business and stake holders ensuring the GWW network is secure, robust and propose solutions to meet current demand and future needs.</li> </ul>

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER
<p>Greater Western Water brings together the best of City West Water and Western Water to enhance customer service and water security and provide more affordable services for the communities it serves.</p> <p>The challenge now and into the future for the organisation, is to continue to develop the organisation, addressing the unprecedented growth being experienced in Melbourne’s western corridor, in a way that:</p> <ul style="list-style-type: none"> <li>• Delivers value for customers and communities</li> <li>• Contributes to a highly liveable, viable region</li> <li>• Cares for the environment</li> <li>• Leverages partnerships and technology to create future opportunities, and</li> <li>• Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive.</li> </ul>

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<b>MAJOR ACCOUNTABILITY AREAS</b>	
<b>Major Accountability Area</b>	<b>Key Performance Indicator</b>
<p><b>IT Network Operations Management</b></p> <ul style="list-style-type: none"> <li>Proactively detect, respond, and recover from network related incidents</li> <li>Proactive management and support of network related changes with due diligence</li> <li>Participate in after-hours on call / escalation to provide after-hours support for Network infrastructure</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>95% open incidents less than 30 days old</li> <li>Ensure that all change requests are registered within ITSM Tool</li> <li>100% Change Success</li> <li>Participation in On call Roster</li> <li>Network availability SLA maintained</li> </ul>
<p><b>IT Network Device Management</b></p> <ul style="list-style-type: none"> <li>Manage Data, Internet, WAN and SD-WAN Links between Data Centres, remote sites &amp; head office</li> <li>Manage GWW Core Switching &amp; Routing including cloud-based networking</li> <li>Manage Access switches &amp; Wi-Fi Points</li> <li>Monitor both internal &amp; external network traffic</li> <li>Manage backup and restore of network switching infrastructure</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>On time detection and response to system generated alerts.</li> <li>99% incident avoidance</li> <li>All design and as-built maintained</li> <li>Maintain VLAN IP Register.</li> <li>Support Disaster Recovery.</li> <li>Backup and restore test regime followed</li> </ul>
<p><b>Network Security Support &amp; Monitoring</b></p> <ul style="list-style-type: none"> <li>Manage all network related security infrastructure (includes GWW Firewalls, Network Access Management Solution, Micro-Segmentation solution)</li> <li>Ensure all network devices are hardened, patched, and fit for purpose</li> <li>Support, review and implement compliance audit and security recommendations</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>All firewall rules are maintained to ensure the security of the GWW Network.</li> <li>100% patching of all Network Infrastructure</li> <li>GWW external and lateral internal network traffic is monitored to ensure security and availability risks are controlled.</li> <li>Network Security maturity benchmarked.</li> </ul>

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<ul style="list-style-type: none"> <li>Support the Enterprise Security team at the time of security incident detection and response activities as required</li> </ul>	
<p><b>Network Engineering</b></p> <ul style="list-style-type: none"> <li>Engage with external vendors in scope and other industry best practice providers to ensure GWW's network infrastructure is built to standards</li> <li>Be a lead contributor to select, design and build fit for purpose network solutions to future proof the GWW Network Infrastructure</li> <li>Engage in projects and provide strategic recommendations and solutions that are secure, resilient and fit for purpose</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>Solutions implemented in according to industry standards and government requirements.</li> </ul>
<p><b>Health, Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting GWW's zero harm culture and safety leadership.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>Contribute to the on-going development of a zero harm WH&amp;S culture.</li> <li>Monitor compliance of WH&amp;S systems and procedures.</li> <li>Actively monitor the workplace to determine the presence of hazards and take appropriate action to rectify any hazards found.</li> <li>Participate in WH&amp;S project groups and committees as required.</li> </ul>
<p><b>Technical Coach</b></p> <ul style="list-style-type: none"> <li>Mentor and provide guidance to junior team members in technical detection and response best practices.</li> </ul>	<p><b>Measure</b></p> <ul style="list-style-type: none"> <li>Knowledge sharing Reduce meantime to respond to incidents</li> </ul>

### RELATIONSHIPS AND STAKEHOLDERS

Outline the position's requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position's primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

#### Internal

- IT&D teams, project managers, other stake holders including SCADA teams

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	<ul style="list-style-type: none"> <li>Collaborate with technical specialists, team leads and architects to ensure fit for purpose networking systems are implemented in the best possible way</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Liaise with communication providers and vendors to ensure GWW is following best practise in network and security infrastructure.</li> <li>Collaborate with major networking and firewall vendor providers to keep abreast of emerging technologies</li> </ul>

<b>SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE</b>	
<b>Enterprise Skills</b>	<b>Proficiency</b>
Change Agility	Intermediate
Innovation & Continuous Improvement	Advanced
Critical Thinking	Intermediate
Stakeholder & Relationship Management	Intermediate
Delivering Results	Advanced
Decision Making	Intermediate
<b>Technical Knowledge</b>	<p>Proven knowledge working with:</p> <ul style="list-style-type: none"> <li>Cisco infrastructure, Fortinet Firewalls, Forticlient VPNs</li> <li>Cloud networking and security technologies (Microsoft)</li> <li>Micro segmentation solutions</li> <li>IP and DNS management</li> <li>Software Defined Networking and Edge Solutions</li> <li>Network Access Management Solutions</li> </ul> <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>Virtualisation technology</li> <li>ITIL principles</li> <li>Security frameworks (e.g., NIST Cyber Security Framework, PCI-DSS)</li> </ul>
<b>Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum of 3-5 years' experience working in the networking field in designing, implementing and maintaining networking infrastructure.</li> <li>Highly experienced with Fortinet Firewalls and relevant systems including SD-WAN, VPN and FortiAnalyzer</li> <li>An enthusiasm for staying up to date with the very latest technology and solutions.</li> <li>Strong analytical and problem solving skills and ability to work under pressure.</li> <li>Excellent communication and customer skills</li> </ul> <p><b>Desirable</b></p>

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	<ul style="list-style-type: none"><li>• Cisco ISE implementations and administration</li><li>• Experience in Agile and DevSecOps practices.</li><li>• Good understanding of SCADA environment.</li><li>• Water utilities experience</li></ul>
<b>Qualifications</b> Include relevant trades / qualifications / licences / accreditations / registrations	<ul style="list-style-type: none"><li>• Tertiary qualification(s) in computing and/or related discipline</li><li>• Cisco CCNP certification</li></ul>

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