

## Position Description – IT Infrastructure Engineer

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### We are here to

Enable people to make and act on the best decisions about medicines, health technologies and other options for better health and economic outcomes.

### Our work will

Ensure people can access the best care and achieve the best value, considering individual circumstances.

**Courage   Customer Centricity   Collaboration   Integrity   Accountability**

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### About the role – Based in Sydney

NPS MedicineWise has established an excellent reputation for our work in programs, products and services to improve the quality use of medicines and medical tests in Australia. This role is responsible for providing day-to-day operations and support of the numerous IT Infrastructure systems used by NPS MedicineWise, and the integrations. This roll will require significant interaction with vendors and partners, including developers, DBAs, network engineers, cloud specialists and various technology consultants. Underpinning these activities is the strong desire to provide Secure, robust and reliable systems.

### Key responsibilities

1. Provide strong technical capabilities to the IT Services team.
2. Providing support for IT systems and platforms (Incident Management)
3. Delivering business system projects integral to the NPS MedicineWise business
4. Assist with managing and reporting infrastructure capacity and availability
5. Working with vendors and partners to ensure services are delivered
6. Achieving consistently high customer satisfaction
7. Maintaining accurate IT Infrastructure asset register
8. Ensuring systems are patched and maintained according to policies and standards
9. Implementing business continuity plans

### General corporate responsibilities

1. To carry out responsibilities in the role in a manner that is consistent with NPS MedicineWise competencies and values.
2. To proactively work towards and meet agreed annual and interim performance indicators.
3. Take responsibility for WHS in accordance with policy and relevant legislation.
4. To be aware of responsibilities to identify, reduce and report risks to our business in accordance with the NPS MedicineWise Risk Management Policy.

### Accountabilities

1. Maintaining documentation on internal environments
2. Ensuring daily operations are carried out effectively
3. Performing Infrastructure tasks according to business priorities
4. Implementing and maintaining operating policies, procedures, standards and support structures.
5. Building strong relationships and effective collaboration between other teams and individuals within NPS MedicineWise

### Challenges you'll encounter

- Broad variety of systems and technologies
- Relatively new ITIL adoption and culture
- Strict Information Security requirements

### You'll report to

IT Services Manager

### Role Requirements

- Thorough working knowledge of Windows Server 2012/2016 (MCSA – minimum)
- Experience working with vendors, and outsourced services
- Significant experience in cloud/virtualisation technologies and platforms like VMWare VSphere 6
- Significant understanding of and experience in designing/building/running environments incorporating combinations of (highly available/clustered or not):
- Experience with AWS or Azure
- Deep understanding of storage, LAN, WAN, servers,
- Ensuring daily system monitoring, verifying the integrity and availability of server resources
- Applying OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities.
- Excellent communication and customer service skills
- Team player with passion for IT
- Experience working effectively in a busy and changing environment
- Self-motivated, driven and positive attitude

### Role Desirables

- ITIL Foundation (exposure to Change Management)
- PowerShell automation (Highly desirable)
- Experience with
  - Veeam One suite, Microsoft SCCM
  - Dell hardware, Juniper network equipment

**Last updated:** October 2018

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