

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Senior Systems Engineer		
	DIRECTORATE	Digital Enablement	DEPARTMENT	Digital Enablement
	REPORTING TO (operationally)	Head of Operations - DE	REPORTING TO (professionally)	Head of Operations - DE
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Information Services Directorate in the Hawke's Bay District Health Board (HBDHB) in respect to providing the foundation, infrastructure and systems to support the business. Staff reporting - Nil			
PURPOSE OF THE POSITION	The Senior System Engineer (SSE) role supports the core ICT infrastructure to deliver stability, integrity and efficient operation of HBDHB systems. This is achieved by monitoring, maintaining, supporting and optimising all networked software and associated operating systems. The Senior systems Engineer will apply proven communication, analytical and problem-solving skills to help identify, communicate and resolve issues in order to maximise the benefit of IT system investment. Continually seek opportunities to increase customer satisfaction and deepen customer confidence, by identifying continual service improvement opportunities and actions. To mentor and provide guidance to Service Desk Technical Engineers.			
KEY DELIVERABLES	<ul style="list-style-type: none"> Responsible for ensuring availability and performance of the servers that host the DHBs applications and ICT Services Ensuring that the associated hardware and software resources are built to specification Ensuring documentation of the services are kept up to date and available Proactively monitor systems to ensure secure services with minimum downtime Systems are backed up in accordance with policy Responsible for the implementation of improvements and maintenance, including patch maintenance Responsible for problem escalation to development teams and third parties as appropriate Identify operational risk, providing options and recommendations to mitigate the risk Provide technical expertise to Digital Enablement projects, providing detailed designs and technical delivery Mentoring and skills transfer to other technical staff Managing support calls logged into the call logging system Afterhours and on-call support as required.			
HEALTH & SAFETY RESPONSIBILITIES	HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> Not to do anything that puts your own H&S at risk Not to do anything that puts others H&S at risk To follow all health and safety policies and procedures To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> All HBDHB Staff 		EXTERNAL <ul style="list-style-type: none"> Vendors Strategic Partners Suppliers Various parties within wider health and ICT sectors 	
HOURS OF WORK	80 per fortnight			
EMPLOYMENT AGREEMENT & SALARY	As per the Individual Employment Agreement (IEA) negotiated with the appointee, Grade 17			
DATE	March 2022			
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes. Work includes broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practises and their application and takes responsibility for driving own development Communicate fluently, orally and in writing and can present complex information to both technical and non technical audiences Plans, schedules and monitors work to meet tim and quality targets. Fully understands the importance of security to own work and the operation of the organisation. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues 			

ESSENTIAL CRITERIA

Qualifications

- Preference will be given to Microsoft, Citrix or VMWare certification
- A relevant tertiary qualification (eg Computer Science or Computer Engineering) and/or equivalent experience

Business / Technical Skills

- Microsoft Azure and Office 365 experience
- Microsoft Active and Azure directory, DNZ and DHCP
- Provisioning and supporting Cloud environment
- Office 365 Technologies such as Exchange Online, Teams, One Drive
- Practical experience with technologies such as PowerShell/VB and Commvault backup systems.
- Experience working in a VMware ESX environment
- Be well conversant with TCP/IP networking

Key Attributes

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- Can learn new skills and knowledge
- Can be counted on to exceed goals successfully
- Creates strong morale and spirit in her/his team
- Is dedicated to meeting the expectations and requirements of internal and external customers
- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- Is widely trusted
- Can quickly find common ground and solve problems for the good of all
- Pursues everything with energy, drive and a need to finish

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical Requirements

No specific requirements for the role

Vaccination Requirements

As per DHB Policy as well as:

- Annual Influenza Vaccination
- Fully COVID vaccinated including boosters as mandated by the Ministry of Health

DESIRABLE CRITERIA

Experience

- 5+ years relevant industry experience



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT
Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP
Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE
Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.