



MSF Sugar Pty Ltd is an integrated grower, processor, marketer and exporter of raw sugar. We are Australia's largest sugarcane farmer, second largest raw sugar exporter and third largest miller. MSF Sugar has a 124 year heritage in Australia and a future which centres on being an efficient, reliable, high quality supplier of sugar to international markets.

Network and Systems Engineer – Project Support (Fixed Term)
Gordonvale QLD 4865

Applications are invited for the position of Network and Systems Engineer – Project Support to provide additional support to the Information Technology Services team. This role will be primarily based at MSF Sugar's head office located at Mulgrave Mill in Gordonvale approximately 20km south of Cairns, with regular inter-site travel required.

Reporting to the ICT Operations Manager, the Network and Systems Engineer – Project Support person will be accountable for managing, participating and co-ordinating technical projects in relation to ICT infrastructure design, evaluation, implementation, commissioning and upgrades/enhancements. You will also carry out ICT infrastructure audits to help with future planning. This is a role for someone who likes being technically hands on and confident to provide end to end support on technical infrastructure projects.

The ideal candidate will be a self-starter who is keen, positive, approachable and able to stick to a schedule. This person will adapt quickly to the fast-paced environment and deliver projects on time.

The role is available for a 4 month period only.

Skills, Abilities and Experience required:

- Ability to demonstrate strong project management skills. Preferably Prince II certified or similar.
- Degree in Computer Science, Information Technology, Engineering or a related field plus minimum of four (4) years hand-on experience.
- Experience in VMware Infrastructure Virtualisation, Backup and Restore and SAN (iSCSI) Architecture.
- Professional certifications such as CCNA, MCSE, MCSA, PMP.
- Strong knowledge of key Microsoft server related technologies including Office365, Exchange, Active Directory, SQL and IIS.
- Good understanding of IP based platforms, network monitoring tools, networking products and technology for data, voice, radio, CCTV, mobility and wireless, etc.
- Good understanding and application of information security practices and security solutions.
- Knowledge of the Information Technology Infrastructure Library (ITIL) framework and how it applies to the delivery and management of ICT Services.
- Strong interpersonal and written/oral communications skills.
- Demonstrated ability to be proactive and improvement oriented, to achieve goals and deliver outcomes.

MSF Sugar offers a supportive and positive team environment. This is an exciting opportunity to be part of a major player in Australian agribusiness.

Applicants may be required to undergo pre-employment medical and drug and alcohol testing.

Further information can be found on our website or by contacting:

Lee Windle – ICT Operations Manager

Phone: 0400 817 708

Email: leewindle@msfsugar.com.au

To apply, click 'Apply for this job' via SEEK.

Applications close on **13th March 2019**.

POSITION DESCRIPTION

**POSITION TITLE:****Network and Systems Engineer – Project Support (Fixed Term)****POSITION AUTHORISATION:**

INCUMBENT:	TBA (Signature) (Date)
PREPARED BY:	Lee Windle ICT Operations Manager (Signature) (Date)
APPROVED BY:	Jason Hajinakitas GM Operational Excellence (Signature) (Date)

POSITION DEMOGRAPHICS:

Reports Directly to:	ICT Operations Manager
Reports Indirectly to:	Chief Information Officer through to GM Operational Excellence
Subordinates:	N/A
Team membership:	IT Services
Work Site:	MSF Sugar Corporate Office – primarily based at Mulgrave Mill site, but will be required to travel to other sites at times.
Job Status:	Fixed Term Employment
Qualifications / Experience:	<ul style="list-style-type: none">• Degree in Computer Science, Information Technology, Engineering or a related field plus minimum of four (4) years hand-on experience is required.• Experience in VMware Infrastructure Virtualisation, Backup and Restore and SAN (iSCSI) Architecture.• Professional certifications such as CCNA, MCSE, MCSA, PMP.• Strong knowledge of key Microsoft server related technologies including Office365, Exchange, Active Directory, SQL and IIS.• Good understanding of IP based platforms, network monitoring tools, networking products and technology for data, voice, radio, CCTV, mobility and wireless, etc.• Good understanding and application of information security practices and security solutions.• Knowledge of the Information Technology Infrastructure Library (ITIL) framework and how it applies to the delivery and management

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POSITION DESCRIPTION



of ICT Services.

- Strong interpersonal and written/oral communications skills.
- Demonstrated ability to be proactive and improvement oriented, to achieve goals and deliver outcomes.
- Ability to demonstrate strong project management skills. Preferably Prince II or similar certified.

POSITION PURPOSE:

The Network and Systems Engineer - Project Support role will provide support for a wide range of ICT Infrastructure projects. The role is to:

- Primarily provide support to the ICT Operations Team in a variety of projects ranging from small site based projects to enterprise wide projects.
- Conduct ICT Infrastructure monitoring and support activities, ensuring ICT services are maintained to agreed service standards.
- Provide assistance in the ongoing management and optimisation of ICT Infrastructure including networking and security infrastructure.
- Be responsible for providing support to the ICT Operations team for day-to-day ICT operations, supporting and maintaining a broad suite of core technology systems (MS Servers, AD, Group Policy, Exchange, Hyper-V, VMWare, Storage etc.).
- Deliver projects in relation to ICT infrastructure in accordance with approved project management methodology.
- In collaboration with other technical staff, assist in the management of corporate data centre services, ensuring improved and optimised disaster recovery and service continuity.
- Ability to work flexible hours and participate in on-call rosters to provide out of hours support.

AUTHORITY TO ACT

Compliance:

- Maintain ICT infrastructure services to agreed service standards.

Budget

- No delegated financial authority

KEY RELATIONSHIPS (Internal & External)

The key relationships will be with the following:

- ICT Operations Manager
- IT Services Team Members
- Peers
- Business Stakeholders

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KEY RESULT AREAS / JOB DESCRIPTION:

Areas	Elements
Network Management	<ul style="list-style-type: none"> Investigating and resolving network problems in a timely manner to meet operational requirements. Proactively monitor, maintain and report on the operations, capacity and service continuity of the core infrastructure environment. Identifying ongoing opportunities for improved service delivery outcomes and processes in support of enhanced organisational effectiveness. Liaise with external and internal service providers to ensure seamless delivery to customers.
Security	<ul style="list-style-type: none"> Maintain all the software and hardware in relation to security including firewalls, proxy systems, logging, patching of servers, appliances, other security devices, etc. Identifying current and emerging technology issues including security trends, vulnerabilities and threats. Monitoring compliance with IT security policy, and coordinating investigation and reporting of security incidents. Participate in the planning, design, installation, and maintenance of security systems in support of security policies.
Core Technology Systems	<ul style="list-style-type: none"> Maintaining all the hardware and software in relation to core technology systems which include but not limited to MS Servers, AD, Group Policy, Exchange, Hyper-V, VMWare, Storage systems, etc. Maintain backup and recovery systems to ensure they meet requirements. Proactively monitoring, investigating and resolving core technology system problems in a timely manner to meet operational requirements. Participate in the planning, design, installation, and maintenance of core technology systems.
Technical Architecture	<ul style="list-style-type: none"> Provide input to the ongoing management and optimisation of ICT Infrastructure Participate in research projects to assess and determine the applicability of new and emerging technologies and interfaces to network infrastructure services, including evaluating and minimising business risk(s) involved and defining mitigation strategies.

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Areas	Elements
Project Mgt/Delivery	<ul style="list-style-type: none"> • Provide support to ICT staff in the implementation of projects. • Contribute to project brief development by providing input into project timeframes and deliverables, preferably in alignment with the project management framework. • Manage, participate, and coordinate technical projects in relation to ICT core technology systems, infrastructure design, evaluation, implementation, installation and upgrades. • Ensure all changes to the ICT Infrastructure environment are made in accordance with change and release management procedures. • Install, configure, test, optimise, implement and commission components of ICT Infrastructure in accordance with the approved operational programme of delivery.
Documentation & Standards:	<ul style="list-style-type: none"> • Identify and maintain technical design and as-built documentation on the configuration of the ICT infrastructure. • Documents and maintains the design and technical support reference material for systems and network infrastructure in various written formats (VISIO, MS Project, Word, etc.). • Update and maintain all project documentation throughout the lifecycle of the project • Maintain a register of items that require documenting.
Reporting:	<ul style="list-style-type: none"> • Regular progress reports on activity to be submitted to the ICT Operations Manager. • Provide updates to project managers and project control groups when required.
Compliance:	<ul style="list-style-type: none"> • Follow defined service quality standards, organisational policy and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces. • Contribute as a member of a team for improvement of IT service delivery to customers.
Audit:	<ul style="list-style-type: none"> • Provide input or assistance to audit processes when required.
Personal Development:	<ul style="list-style-type: none"> • Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
Training	<ul style="list-style-type: none"> • Provide mentoring and advice to stakeholders and peers when the need

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Areas	Elements
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GENERAL

This document outlines the unique characteristics of this position as a guide to role, scope and responsibilities of the position incumbent.

In addition to these responsibilities the incumbent is an employee of MSF Sugar and as such is accountable to the code of employee behaviour defined by the organisation's policies and procedures.

Furthermore the incumbent's role is not limited to the areas defined but subject to the organisation's needs, may be varied from time to time consistent with the incumbent's training and skills.

Finally, this document, in defining the role scope and responsibilities of the position, serves primarily to make clear to the incumbent the areas of organisation activity for which the incumbent has sole or team member responsibility. Standards within which tasks are to be performed, performance is measured and targets are set for improvement will be covered under performance review and continuous improvement processes.

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