

## Position Description

<b>Position Title</b>	IT Systems Lead
<b>Team</b>	IT Services
<b>Reports to</b>	Service Owner
<b>Position Type</b>	Full Time 1.0 (Permanant)
<b>Direct Reports</b>	Nil

### Bendigo Telco

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows with regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

### Our Purpose

Customer and Community success – our commitment

### Our Vision

To be your preferred technology partner

### The Position

The IT Services team provides fast, effective and reliable Managed IT Services that support our customers. This team monitors and proactively identifies problems & incidents before they impact our customers business. The team is made up of passionate and dedicated professionals who care about our customer and solving their problems. We provide a mix of strategy, implementation and active monitoring that provides our customers with seamless business continuity.

The IT Services Systems Lead will form part of the team that is accountable for ensuring that the components that make up the Organisation's IT Services capabilities and their associated operational services are maintained, reliable, and delivered in accordance with Business expectations and agreed Service and Operational Level agreements. The Systems Lead will help build out, maintain, and troubleshoot Bendigo Telco's expanding IT Infrastructure. The role will involve providing high level technical competency, delivering mission critical infrastructure, and ensuring the highest levels of availability, performance, and security. This includes consulting with Bendigo telco customers and vendors on strategic planning, industry trends, and future state solutions across all of the IT Services offerings.

**Duties and responsibilities:**

Key Responsibilities	Performance Outcomes
<b>Leading and Developing Others</b>	<ul style="list-style-type: none"> <li>• Commitment to staff engagement, providing guidance, feedback and direction to teams and individuals; inspiring and encouraging others towards goal achievement, and professional development; focusing and guiding others to work at their full potential.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Proactively develop and maintain valued and sustainable internal and external relationships to facilitate the achievement of operational activities across Bendigo Telco.</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>• Accountable for the health, reliability and stability of Bendigo Telco's IT assets and its customers' production systems; contributions to the IT Services service lifecycle including its products and strategy</li> </ul>
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>• Actively adopt and promote a customer-centric culture that ensures that the Customers Experience is always delivered in a positive, timely and accurate manner, focusing on customers' needs to drive behaviours and outcomes.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Driving the continuous improvement of the IT Services Capabilities and Services in alignment with the Technology Strategy and strategic objectives leveraging the Enterprise Automation capabilities and in accordance with Bendigo Telco policies, architectures and standards.</li> </ul>
<b>Systems &amp; Infrastructure (Technology and Process)</b>	<ul style="list-style-type: none"> <li>• Lead the research, design, implementation, support, monitoring and maintenance of Bendigo Telco's service provider infrastructure - including but not limited to Cloud Platforms, Backup Platforms and Security Platforms – to ensure that associated operational services are maintained, reliable, and delivered in accordance with Business expectations and agreed Service and Operational Level agreements</li> <li>• Assist Bendigo Telco sales, pre-sales and product management with technical knowledge and solution advice.</li> <li>• Provide technical support to customers via escalation and direct engagement to resolve technical and operational issues relating to IT services.</li> <li>• Create and maintain standardised documentation of all Bendigo Telco service provider infrastructure, and maintain strategies for security, backup, and infrastructure redundancy.</li> <li>• Proactively monitor the performance, capacity, and security of all systems; provide reports and recommendations where there may be an impact on the integrity, availability or confidentiality of business systems and services.</li> <li>• Common IT tasks such as user and rights management, vulnerability remediation, and engagement in the existing on-call rotation, and out-of-business-hours workloads.</li> </ul>

Key Responsibilities	Performance Outcomes
<b>Risk</b>	<ul style="list-style-type: none"> <li>Ensure all work practices are conducted in accordance with all Bendigo Telco compliance requirements, as specified in Bendigo Telco policy, corporate and business unit procedures and identify and report instances of non-compliance appropriately</li> </ul>

#### Key selection criteria

- Demonstrated ability to work both independently, and as an active collaborator to a team.
- Highly developed troubleshooting, problem solving and decision-making skills.
- Highly developed consulting and customer service skills.
- Significant experience in desktop and server SOE design, development, implementation and support covering technologies such as MDT, Windows Desktop, macOS, Windows & Linux Server environments, Systems and Endpoint Management Tools (eg. SCCM, Workspace One, Intune, etc.).
- Strong knowledge and experience in Enterprise and Service Provider applications (administration, software support, vendor management, licensing concepts, etc.) including but not limited to Active Directory, SQL, Collaboration tools, Backup, virtualisation technologies (VMware/Hyper V) and Endpoint protection.
- Strong experience and knowledge of Public Cloud infrastructure and application hosting services, and solution integration to on-premises environments.
- Experience with networking concepts, such as Switching / Routing / Firewalls
- Experience with scripting languages such as (PowerShell / Python / Bash etc.)

#### Qualifications

- Minimum of 7 years' industry experience preferred.
- Current Microsoft certifications - MCSA or above preferred.
- VMware certifications or equivalent experience.
- Technical degree or equivalent is desirable
- Current Victorian drivers licence highly desirable.

#### Special Requirements

Offers of employment are subject to the candidate undergoing a successful police check

#### Authorities

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Next Level Name \_\_\_\_\_

Next Level Signature \_\_\_\_\_ Date \_\_\_\_\_