

## Position Description

<b>Position Title</b>	Lead Network Engineer
<b>Team</b>	Network Services
<b>Reports to</b>	Network Service Owner
<b>Position Type</b>	Full Time 1.0 (Permanent)
<b>Location</b>	Bendigo
<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 within 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 Lead Network Engineer is responsible for assisting in the implementation of BT core network, customer networks, Internet infrastructure, and information security; ensuring delivery of high levels of performance to all Service Level Agreements. The Lead Network Engineer will provide the appropriate customer service to support the revenue and growth targets of the Network Services business sectors in the company.

The Network Services team is accountable for ensuring that the components that make up the Network Services capabilities and their associated operational services are maintained, reliable, and delivered in accordance with Business expectations and agreed Service and Operational Level agreements. This includes consulting with Bendigo Telco customers on strategic planning, industry trends, and future state solutions across all of the Network Service offerings including Internet and Data, Access, VPN, and Network Security services.

**Duties and responsibilities:**

Key Responsibilities	Performance Outcomes
<b>Technical Ownership</b>	<ul style="list-style-type: none"> <li>• Design and implementation o network and security infrastructure aligned to Technology and Transformations Strategy.</li> <li>• Key focus on business projects and strategic roadmap items, aligned to the service.</li> <li>• Assist with, and in some circumstances, lead the design, implementation, and maintenance of Bendigo Telco’s service provider infrastructure including: National MPLS Network, Metro Network, Data Centre networks, Software Defined Datacentre network (Powered by ACI),SD-WAN environments, Cloud connectivity, Backup Platforms, and Security Platforms.</li> <li>• Establish and promote automated IT solution frameworks for re-use in development and production environments.</li> <li>• Lifecycle management of network and security infrastructure.</li> <li>• Provide technical expertise to key stakeholders.</li> <li>• Quality assurance and auditing.</li> <li>• Technical design escalation point.</li> <li>• Hardware and software Lifecycle Management.</li> <li>• System Patch and Vulnerability Management.</li> <li>• Technical documentation management.</li> <li>• Create and maintain standardised documentation of Bendigo Telco service provider infrastructure.</li> </ul>
<b>Customer Experience</b>	<p>Actively adopt and promote a culture that ensures that the Customers’ Experience is always delivered in a positive, timely, and accurate manner</p> <ul style="list-style-type: none"> <li>• Work to ensure a customer’s perspective is adopted and deliver a positive customer experience, focusing on customers’ needs to drive behaviours and outcomes.</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Proactively develop and continue valued and sustainable internal and external relationships to facilitate the achievement of operational activities across Bendigo Telco and our customers.</li> <li>• Assist in the mentoring and coaching of staff in both technical and non-technical roles to create the best customer outcomes.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Drive the continuous improvement of the Network Services’ Capabilities and Services in alignment with the Technology Strategy and strategic objectives. Leverage the Enterprise Automation capabilities and in accordance with Bendigo Telco policies, architectures, and standards.</li> </ul>
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Ensure that the components that make up the Network Services’ capabilities and their associated operational services are maintained, reliable, and delivered in accordance with Business expectations and agreed Service and Operational Level agreements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Delivery of Network Services' offerings and functions in support of the program of work including support for Bendigo Telco's Next Generation Ways of Working.</li> <li>• Consult with Bendigo Telco customers on strategic planning, industry trends and future state solutions of Networks Services.</li> <li>• Input into the design, implementation, support, and continuous improvement of the network operations capability including: <ul style="list-style-type: none"> <li>• Provide end-to-end ownership of customer requests and incidents.</li> <li>• Ensure that customer requests, incidents, and interactions are recorded and logged into the Service Management Platform.</li> <li>• Proactively own and manage personal and/or team job queues to ensure services provided meet customers' SLA.</li> <li>• Investigate and respond to outstanding requests and incidents providing accurate and timely feedback in accordance with agreed SLAs.</li> <li>• Ensure that Incident and Request Management is provided and adheres to the procedures outlined in the Incident and Request Management Procedures manual.</li> <li>• Ensure that incidents or requests that cannot be resolved are appropriately escalated.</li> <li>• Where applicable, liaise with internal support teams and external suppliers, in a professional and efficient manner.</li> <li>• When appropriate, comply with Information Technology policies, procedures, and frameworks, including, but not limited to the following: <ul style="list-style-type: none"> <li>▪ Incident Management process</li> <li>▪ Change Management process</li> <li>▪ Problem Management process</li> <li>▪ Business Continuity and Service Recovery process</li> </ul> </li> </ul> </li> </ul>
<b>Strategy &amp; Modernisation</b>	<ul style="list-style-type: none"> <li>• Assist with the strategic planning, future state services, and roadmap of Networks Services</li> <li>• Develop and deliver metrics that will provide insights on the quality of Network Services.</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Consult with Bendigo Telco customers on strategic planning, industry trends, and future state solutions of managed network services</li> <li>• Maintain engagement process with key stakeholders to ensure consistent and effective communications.</li> <li>• Work closely with Network Service Owner to coordinate effort and manage dependencies for business outcomes.</li> <li>• Work closely with our vendors and technology partners to help support the Service strategy and operational goals.</li> <li>• Assist Bendigo Telco sales and pre-sales staff with technical knowledge and solution advice.</li> </ul>
<b>Research &amp; Development:</b>	<ul style="list-style-type: none"> <li>• Assist in the project management, development, and implementation of new software and hardware required for network service products.</li> <li>• Research and recommend new product initiatives.</li> </ul>

<b>Risk</b>	<ul style="list-style-type: none"> <li>• Adhere to Bendigo Telco's Information Security Policies and report on any potential security vulnerabilities or breaches that may affect the integrity, availability or confidentiality of business systems and services.</li> <li>• Ensure all work practices are conducted in accordance with 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> <li>• Completion of all risk and compliance training</li> </ul>
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**Key Performance Indicators:**

	<b>Key Performance Indicator:</b>
<b>Customer Experience</b>	Service delivery has been delivered in accordance with Business expectations and agreed Service and Operational Level agreements
<b>Systems (Technology and Process)</b>	Demonstrated growth has occurred over all Service capability areas. Measured by progress through the capability matrix.
<b>Collaboration</b>	Strong internal and external relationships exist, which facilitate the achievement of operational activities across Bendigo Telco and our customers. Measured by observation and feedback.
<b>Risk</b>	All work practices have been conducted in accordance with all Bendigo Telco compliance requirements, as specified in Bendigo Telco policy, corporate and business unit procedures. Any instances of non-compliance have been identified and reported appropriately
<b>Continuous Improvement</b>	Continuous improvement initiatives have been identified, then either designed, implemented or had a plan developed for implementation that deliver a measurable benefit to the organisation (For example: a process efficiency or cost reduction).

### Key selection criteria

- Strong understanding of modern ways of working, traditional project management principles and practices and the ability to blend them together in the right proportions to fit a project and business environment.
- Demonstrated ability to adapt to change with a positive mindset.
- Demonstrated ability to actively participate in a positive team culture with a high emphasis on collaboration to achieve exceptional business outcomes.
- Highly developed troubleshooting, problem solving and decision-making skills.
- Highly developed consulting and customer service skills
- Strong technical experience across the following areas:
  - ✓ Security frameworks, firewalls, WAN & LAN networks, cloud networking, cloud security, IPS/IDS, SDN, SD-WAN, Network Access Control (NAC) and DNS.
  - ✓ Experience in configuring and troubleshooting routing, switching and MPLS networks.
  - ✓ Experience with concepts such as MP-BGP, VXLAN, EVPN is highly regarded.
  - ✓ Experience with Python, NETCONF, Rest API and other tools, in the context of network management, automation and orchestration is highly desirable
  - ✓ Familiarity with Data Centre analytics products such as Cisco NAE, Tetration and Intersight
  - ✓ Experience in implementing next-generation firewalls.
  - ✓ Experience in medium-sized, multi-vendor environment with demonstrated practical experience supporting networking & security technologies.
  - ✓ Experience with virtualisation technologies / concepts, such as VMware / KVM
  - ✓ Experience and knowledge of Public Cloud infrastructure, application hosting services, and solution integration to on-premises environments.
  - ✓ Experience with log analysis (firewall / netflow / system events, etc.)
- Must be willing to work an on-call roster covering Mon-Fri, weekends and public holidays

### Qualifications

- 5+ years' industry experience preferred.
- Service Provider/MSP experience highly desirable
- Typically requires a BA/BS or equivalent.
- Certified Network Security Engineer, CISSP or CCIE highly 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 \_\_\_\_\_