

JOB DESCRIPTION
Information Technology Division



Infrastructure Engineer

Position: Full-time, 37.5 hours per week, permanent
Contract/Grade: Grade 4: Appointment Range \$37, 576- \$44, 207

INTRODUCTION

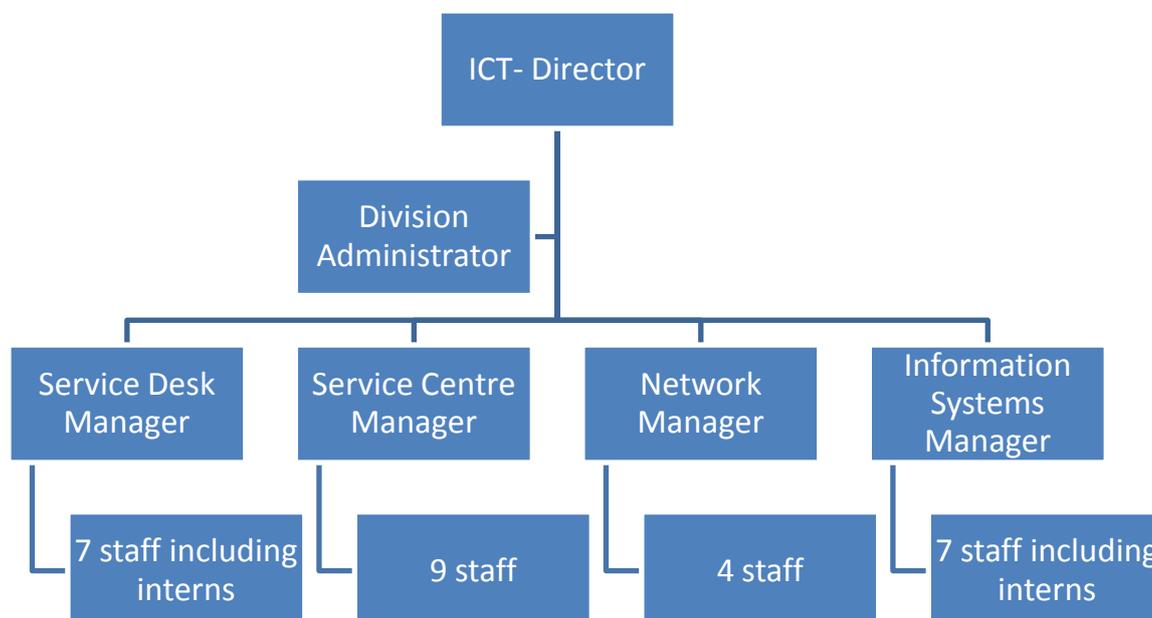
Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1,500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

ICT DIVISION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

To provide ICT technical support and manage and maintain CPIT's infrastructure with focus on maximising staff productivity, organisational efficiency and the benefits from the effective use of technologies. This will be achieved by following established processes and maintenance schedules, whilst contributing to Divisional projects as directed.

DELEGATED AUTHORITY AND RESPONSIBILITIES

Financial: None
Human Resources: Level 600 of the HR Delegation Schedule
Other: None

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p>Education/Qualifications/Knowledge:</p> <ul style="list-style-type: none"> ▪ An appropriate tertiary qualification in Information Technology or equivalent. ▪ Specific product certification in Microsoft Technologies 	
<p>Experience/Skills</p> <ul style="list-style-type: none"> ▪ Experience with Windows, Novell and Macintosh environments. ▪ Expertise in the deployment and, maintenance of Novell and Microsoft infrastructure environments ▪ Experience with the configuration and use of management environments, especially Microsoft System Center. ▪ Proven customer service skills and dedication to delivering quality service. ▪ Experience in a complex IT environment ▪ Demonstrated ability to learn new skills and willingness to accept challenges in a changing environment. 	<ul style="list-style-type: none"> ▪ Experience with Cisco technologies and cabling an advantage
<p>Personal Attributes:</p> <ul style="list-style-type: none"> ▪ Good written and oral communication skills. ▪ Effectiveness in presenting a message in a meaningful form to persuade and influence others ▪ Displays a personal discipline in the effective use of effort and time ▪ An ability to work under pressure and manage deadlines ▪ An ability to respond appropriately to different situations, people and ideas. ▪ Demonstrate a need to achieve the objectives set and take them to a successful conclusion/result. ▪ Willingness to work supportively with others and to be involved and share activities 	

KEY FUNCTIONAL RELATIONSHIPS	
<p>Internal</p> <ul style="list-style-type: none"> ▪ Work closely with the infrastructure team to support the overall team goals ▪ Participate as required as part of the ICT Division, informing and contributing as appropriate and directed 	<p>External</p> <ul style="list-style-type: none"> ▪ Maintain external contacts particularly in the IT industry as appropriate. ▪ Appropriate liaison with vendors on computer hardware, software and specialist technologies issues.

KEY TASKS AND EXPECTED RESULTS

Key Tasks	Expected Results
<p>Maintenance Processes</p> <ul style="list-style-type: none"> ▪ Fulfil existing processes as directed for specific day to day task e.g. backups, monitoring, systems maintenance 	<ul style="list-style-type: none"> ▪ All checks completed as per documented process ▪ Appropriate patching schedules identified and implemented ▪ Monitoring and analysis of system performance undertaken as directed
<p>ICT Projects</p> <ul style="list-style-type: none"> ▪ Provide support as directed for specific ICT projects 	<ul style="list-style-type: none"> ▪ Involvement as directed by Infrastructure Manager
<p>Assigned Tasks</p> <ul style="list-style-type: none"> ▪ Accept Ownership and responsibility for assigned tasks. 	<ul style="list-style-type: none"> ▪ Client requests are responded to in a courteous and professional manner. ▪ Clients are given regular feedback on the status of their logged requests.
<p>Provide effective collegial support</p>	<ul style="list-style-type: none"> ▪ To provide effective support and cover for other team members when tasks are reallocated due to workloads. ▪ Provide support to cross team ICT projects.
<p>To implement standards and keep in touch with other technical developments</p> <ul style="list-style-type: none"> ▪ Contribute to the development and implementation of technology standards. ▪ Undertake appropriate ICT technical research and investigation. 	<ul style="list-style-type: none"> ▪ Standards applied for set up and configuration of applications and systems ▪ Keep up-to-date with appropriate technical knowledge of ICT Industry.
<p>Participate as part of an “On Call” roster</p> <ul style="list-style-type: none"> ▪ The role requires staff member to be a part of the on-call team 	<ul style="list-style-type: none"> ▪ Allocated on- call duties carried out effectively

NOTES:

The successful applicant is required to commit to CPIT’s staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the Information Systems Manager.

Due to the unique nature of the work, there is a requirement for ICT staff to work outside of core hours to undertake system operation activities. Changes to standard hours would be subject to negotiation with the incumbent.

FOR YOUR INFORMATION

1 **Staff Appraisal**

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

2 **Professional Development**

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager.

3 **CPIT Profile**

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

4 **Health and Safety**

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for shortlisting but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. Eg a hearing test for those involved in engineering workshops.

5 **Employment Terms and Conditions**

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union, the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires.

CPIT's Allied Staff Collective Employment Agreement (01 April 2009 – 30 June 2010) will be offered in the first instance.

A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

APPLICATION DETAILS

Applications for appointment are accepted through our online recruitment system.

***Applications close
Tuesday 25 May 2010***

The standard application form attached provides the Polytechnic with a common set of information about each candidate, but applicants should not limit themselves to that form. Personal applications set out in the applicants own style including a curriculum vitae and particular references to the job description and personal profile are welcomed.