Queensland Airports Limited
Position Description

Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Network Engineer

Location: Gold Coast

Department: QAL Technology

Reports to: Technology Operations Manager

Reporting to this position: Nil

This role is responsible for maintaining the integrity and security of QALs network and communications systems and to provide guidance and direction on technology choices related to this domain. The role is responsible for maintaining, supporting, monitoring, and identifying and rectifying network and communication issues, security vulnerabilities and performance issues.

Job Position Requirements

Objective 1: Network Support
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor
- Draft and maintain procedures and documentation for network support. Ensure all requests for support are dealt with according to set standards and procedures
- Establishes network specifications by conferring with users; analysing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols

Objective 2: Network Planning
- The creation and maintenance of overall network plans, encompassing the communication of data, voice, text, and image, in the support of the organisation's business strategy. This includes participation in the creation of service level agreements and the planning of all aspects of infrastructure necessary to ensure provision of network services to meet such agreements. Physical implementation may include copper, fibre-optic, wireless and any other technology
- Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements

Objective 3: Incident Management
- The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients aware of progress towards service restoration

Objective 4: Change Management
- Manages changes to service infrastructure, including assets and configuration items through the appropriate change processes, ensuring all changes are tested, implemented, and well documented

Objective 5: Project Management
- Defines, documents, and carries out small projects or sub-projects, alone or with a small team, actively participating in all phases
- Identifies, assesses, and manages risks to the success of the project
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded

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Objective 6: Domain Accountability
- Be accountable for the technology products with the scope of the domain
- Provide expertise and knowledge to the wider QAL Technology as required
- Demonstrate ownership for problems, issues and other technical challenged within domain
- Provide expertise to projects, service issues and other technical requirements as required

Objective 7: Project Participation / Innovation / Continuous Improvement
- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site

Objective 8: Workplace Health & Safety, Environmental and Aviation Safety & Security
- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

<div style="background-color:red; color:white; text-align:center; font-weight:bold;">Behavioural Expectations for all QAL Employees</div>

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Authentic
- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave
- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

Inclusive
- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible
- We lead the way with purpose.
- We are accountable for our decisions.

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours aways when carrying out the role objectives:

Select the level of role as aligned to ELMO and delete all other role levels that don't apply

Team Member
- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Perform with pride a broad range of tasks competently as per the role requirements
- Uphold WHS and Regulatory obligations and comply with all policies
- Focus on continuous improvement both for company and self (including self driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Present a positive professional image for the company at all times

Key Stakeholders

Internal: Employees and management at all levels
External: *S*uppliers, contractors, consultants, stakeholders, and the community

Key Capabilities Required to Perform Role

Educational Qualifications:
- Degree in Information Technology or related discipline

Professional Experience:
- Min 2 years' experience at entry level networking experience and/or
- Min 2 years' experience at entry level telecommunications infrastructure experience

Specific Job Knowledge, Skills and Abilities:
- PC, network, security, service management
- Excellent time management and prioritisation skills
- Customer focused and desire to own problem and resolve
- Microsoft excel, word, outlook experience and skills
- Quick learner who can work independently
- Problem solving

Physical Demands:
- Must be able to perform the required physical and psychological demands of the role.

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ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I assert that there are no limitations on my ability to fully perform the position for the company. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

_____   _____

Name   Date

_____

Signature