Queensland Airports Limited
Position Description

Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar 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:	Systems Engineer
Location:	Gold Coast
Department:	QAL Technology
Reports to:	Technology Operations Manager
Reporting to this position:	Nil

Position Purpose

The Systems Engineer will be responsible for managing and maintaining QAL's server infrastructure, virtualization technologies, backup solutions, and cloud-based services. Ensuring the reliability, performance, and security of QAL's IT systems will be a key aspect of the role. The Systems Engineer will also be designing systems, configurations, documenting, and server installations, as well as maintaining and upgrading existing systems as required. Collaboration with cross-functional teams to implement and support IT initiatives aligned with business objectives will be an integral part of the role.

Position Requirements

Objective 1: Server Infrastructure Management:

- Manage and maintain QAL's server infrastructure, ensuring optimal performance, reliability, and security.
- Design system configurations to meet specific requirements and project needs.
- Install, configure, Document and maintain physical and virtual server infrastructure.

Objective 2: Virtualization Technologies (VMware):

- Manage VMware virtualization infrastructure, including vSphere and vCenter.
- Provision, configure, and maintain virtual machines (VMs) and associated resources.
- Perform capacity planning, load balancing, and performance tuning for virtual environments.

Objective 3: Backup and Disaster Recovery (Veeam):

- Implement and manage Veeam backup and replication solutions.
- Define backup policies, schedules, and retention strategies.
- Test and execute disaster recovery plans to ensure business continuity.

Objective 4: Office 365 Administration:

- Administer, Implement and maintain Office 365 services, including Azure, Exchange Online, SharePoint, and Teams.
- Configure user accounts, groups, and security settings.
- Troubleshoot email, collaboration, and authentication issues.

Objective 5: 3rd level Technical Support and Troubleshooting:

- Provide technical support to end-users and resolve system-related incidents and problems.
- Perform root cause analysis and implement preventive measures to minimize system downtime.
- Collaborate with support teams and vendors to resolve complex technical issues.

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Objective 6: Documentation and Reporting:

- Create and maintain comprehensive documentation, including system configurations, procedures, and troubleshooting guides.
- Generate reports on system performance, capacity utilization, and service availability.

Objective 7: Project Collaboration:

- Collaborate with cross-functional teams to implement IT projects and initiatives.
- Participate in the planning, design, and implementation of system upgrades and enhancements.

Objective 8: 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
- Actively engage and participate in all projects
- Continually strive to improve all processes, procedures and systems to enhance workplace efficiencies
- Provide high levels of customer service upholding the QAL values to both airport and internal customers and present a positive image for the Company at all times.

Objective 9: 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 H&S 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

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Behavioural Expectations for all QAL Employees

QAL employees are 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.

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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.

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Behavioural Objectives

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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:

- 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

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Key Stakeholders

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Internal: Employees and management at all levels

External: Suppliers, contractors, consultants, stakeholders and the community

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Key Capabilities Required to Perform Position

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Educational Qualifications:

- Degree in Information Technology or related discipline

Professional Experience:

- Min 3 years' experience in Systems Engineer role and/or

Specific Job Knowledge, Skills and Abilities:

- Strong knowledge and experience with managing server infrastructure.
- Expertise in VMware virtualization technologies (vSphere, vCenter).

- Expertise with Veeam backup and replication solutions.
- Expertise in administering Office 365 services (Azure, Exchange Online, SharePoint, Teams).
- Solid understanding of networking principles, protocols, and security.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and collaboration abilities.
- Excellent time management and prioritisation skills
- Customer focused and desire to own problem and resolve
- Quick learner who can work independently
- Problem solving

Certificates:

- Relevant certifications (e.g., VMware Certified Professional, Microsoft 365 Certified: Enterprise Administrator: MCSA or MCSE) are a plus

Physical Demands:

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

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Position 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 Position Description from time to time in accordance with company requirements.

_____   _____

Name   Date

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Signature

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