

## Position Description

<b>Position title</b>	Server Engineer
<b>Department / Division</b>	ICT/Corporate services
<b>Classification</b>	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
<b>Position reports to</b>	Operational: Manager Infrastructure and Cloud Services
<b>No. of direct &amp; indirect reports</b>	N/A
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
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<p><b>ROLE PURPOSE</b></p> <p>The RCH Information Communication and Technology (ICT) Department has a pipeline of key projects, as part of a major digital transformation, to implement and drive innovation, bring in new ways of working and support the ongoing operation of the hospital. The Server Engineer role is responsible for managing and maintaining key</p>
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components of the RCH cloud and on-premises Infrastructure platforms. The goal of this role is to provide customers with quick reliable access to the RCH technology services from a wide variety of devices, within the RCH network and through remote access solutions.

## KEY ACCOUNTABILITIES

### Customer Service

- Ensure prompt and appropriate attention to all logged incidents and requests.
- Cultivate a customer-focused team environment.
- Collaborate effectively with a multidisciplinary team.
- Offer advice, guidance, and support to line managers and staff, ensuring compliance with policies, procedures, and relevant legislation.
- Foster collaborative relationships with both internal and external stakeholders.

### Technical

- Maintain and support both cloud-based and on-premises infrastructure and services, including computing and storage solutions.
- Research potential new systems for integration and use.
- Ensure the robustness and reliability of technical services and systems to guarantee high availability.
- Plan and implement proposed technical changes in accordance with the Change Advisory Board (CAB) and overall implementation strategies.

### Operational

- Contribute to both external and internal audits as required by the Manager of Infrastructure and Cloud Services.
- Actively participate in group forums, proposing solutions within your areas of expertise.
- Engage in key ICT projects, ensuring that all tasks are completed within established timelines.
- Provide Level 3 escalated support to the broader IT team.
- Identify and notify the Manager of Infrastructure and Cloud Services of any risks, including offering risk mitigation strategies, alerting on changes to production systems, and participating in change approval procedures to ensure maximum availability of all ICT systems.
- Participate in the 24/7 on-call roster for out-of-hours support of RCH ICT systems as directed by the IT Director and/or Manager of Infrastructure and Cloud Services.
- Manage and support proactive monitoring and alerting of ICT infrastructure to ensure high availability.
- Engage in activities related to the migration from Data Centre to Cloud

### Strategic Planning and Leadership

- Develop, document and maintain ICT Infrastructure related processes, standards, procedures and guidelines.
- Develop and implement operational service plans and ensure staff participation in planning process
- Support and implement change initiatives as directed

### Security

- Support and assist in uplifting and maintaining the ICT cyber security posture
- Participate in server patching, address security vulnerabilities, and other security activities to mitigate risk
- Support and assist with the implementation and maintenance of cyber security tools and technologies
- Identify potential cyber security risks and alert Team Leaders and Cyber Security team of the risks

### General

- Contribute to, and participate in an environment of continuous learning and improvement
- Lead ICT team member participation to ensure ongoing excellence in service delivery and teamwork

- Other duties as directed consistent with the employee's skill level and classification

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Tertiary qualification in Information Technology or equivalent several year experience and Industry certifications.
- 3+ years' experience and/or certification in Windows Server 2012 or later
- Experience and knowledge of virtualisation technologies e.g. VMWare
- Experience in enterprise monitoring solutions
- A strong desire to develop and transition to cloud technologies.
- Demonstrable PowerShell and scripting experience.
- Experience with SCCM/MECM SOE deployments

### Desirable:

- An understanding of the healthcare sector
- Experience with enterprise backup and storage environments
- Experience in supporting Linux infrastructure.
- Experience with Cloud Computing Environments
- Experience in Exchange hybrid environment
- Operational Experience with Microsoft Intune
- Exposure to automation or Infrastructure as Code is well regarded

## KEY SELECTION CRITERIA

The skills and experience you will need to demonstrate include:

- Demonstrated Windows Server experience in a 24x7 support environment.
- Demonstrated experience with server virtualization technologies such as VMWare and Azure cloud.
- Experience in managing Office 365 and Exchange hybrid environments.
- Experience with enterprise backup and storage technologies.
- Familiarity with deploying applications to remote workstations using third-party software distribution tools such as Microsoft Endpoint Configuration Manager (MECM), Microsoft Intune, thin client, or login scripts.
- A working knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP), Microsoft's implementation of TCP/IP and Domain Name System (DNS).
- Demonstrated experience with Active directory, Azure AD, DHCP and Group policy management.
- An ability to effectively prioritise tasks and successfully problem solve and trouble-shoot issues.
- Demonstrated strong commitment and adherence to process and change control practices.
- Strong customer service with the demonstrated ability to build and maintain key working relationship across organisation and ensuring a high level of service to customers.
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders.
- Highly developed attention to details.
- Ability to handle confidential and sensitive information with discretion.
- Highly developed organisational and planning skills.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise.
- Demonstrated commitment to lead and contribute as part of a team.
- Experience in continuous improvement.

- Ability to work autonomously.

#### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

#### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

#### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

#### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**



<b>Position description last updated</b>	<b>August 2024</b>
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