Tūranga Mahi / Position Description:
Pūkaha – Hangarau / Systems Engineer

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Pūkaha – Hangarau / Systems Engineer
RANGATIRA - REPORTS TO:	Infrastructure Lead
KĀHUI - GROUP:	Organisational Performance & Innovation
TAUNGA MAHI - LOCATION:	(Te Whare Kaunihera) Civic Centre
PŪTAKE - POSITION PURPOSE:	To develop, manage and support IT infrastructure and cloud services to support the successful operations of RLCs ICT systems.
NGĀ WHAKARITENGA - DELEGATIONS	• Number and nature of direct reports - Nil • Budget responsibility - Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Participate in core infrastructure and solutions design and implementation to maximise resilience and redundancy • Ensure infrastructure availability and performance through analysis and monitoring of systems • Support and manage fault and problem resolution, and change and release management relating to IT infrastructure • Contribute to knowledge sharing across the Information Solutions team • Create and maintain engineering documentation to a high standard • Proactively identify opportunities to improve systems and services • Participate in the after-hours on-call roster • Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and managing risks, and actively supporting a culture of safety, wellbeing, and continuous improvement • Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities. *NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.* There will also be the annual delivery of agreed KPIs.
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as quivalent)	**Required:** • Appropriate qualification and significant experience in Information Technology • Physical and wireless networking experience • Virtualisation technology experience • Cloud technology experience **Desirable:** • Networking qualifications • Microsoft certification • VMware certification
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Experience building and deploying Windows clients and applications • Intermediate-level IP networking skills • Experience with Cisco Meraki and vSphere 7 or later • Strong communication skills, both written and oral • Strong documentation skills • Proven ability to adapt and deal effectively with changing priorities and requirements • Strong attention to detail, high-quality standards, and excellent organisational skills • Internal and external stakeholder relationship management skills • Proven ability to work collaboratively as part of a team • Strong customer and solutions focus • Proactive approach to accountability and problem solving