



JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

Effective for: 2010

NAME:	TBA	REPORTING TO:	Senior Network Technician
POSITION TITLE:	Systems Engineer	DIRECT REPORTS:	none
DEPARTMENT:	IT	LOCATION:	Melbourne

POSITION PURPOSE:

Intrepid Travel has been transitioning to a predominantly Microsoft only environment during the last 3 years and needs an experienced network engineer. The focus of this role will be to undertake the technical work identified by the Senior Network Technician for a range of ICT related projects and then conduct the handover to the operations team. Projects include a data centre migration and the migration of communications links to a new supplier.

Intrepid delivers services to all its global companies, some in remote locations, and needs to ensure that its infrastructure is robust, reliable and efficient. It is expected that this role will be instrumental in the design and delivery of the global WAN.

This role will become a critical part of the ICT team and is expected to undertake level 2 and 3 support tasks.

QUALIFICATIONS AND EXPERIENCE

- Relevant IT tertiary qualification (mandatory)
- Industry recognised certification eg MCSE, highly regarded.
- Familiarity with ITIL concepts (ITIL Foundations certificate highly regarded).
- 5+ years high level Windows server installation and support experience.
- 5+ years high level MS Active Directory design and support.
- 5+ years high level MS SQL database support
- High level Exchange 2007 maintenance and support skills.
- Commercial experience in large multi site, multi time zone international networks.
- Experience with SAN technologies & storage virtualisation and server consolidation will be highly regarded. XenServer experience highly regarded
- Experience with firewall configuration.
- Experience with clustering and load balancing
- In depth understanding of TCP/IP networking.
- Excellent documentation skills.

OTHER SKILLS AND ATTRIBUTES

- Advanced trouble-shooting skills
- Team player, able to give and take direction.
- Ability to work under pressure whilst maintaining accuracy and meet deadlines
- Experience with planning and implementing solution deployments
- Strong interpersonal, communication and time management skills
- Linux skills highly regarded.
- An understanding and belief in Intrepid's Responsible Travel philosophy.
- Appreciation for travel in the Intrepid style.
- A sense of humour.
- Willing to work on call and out of hours as required. There is a TOIL system in place rather than financial compensation.
- To attend annual Product Weekend off company premises.

Annual Operational Accountabilities	Benchmark Measure
Projects	<ul style="list-style-type: none"> Undertake all project related tasks as per specified schedule. Ensure all appropriate testing has been completed Contribute to post-implementation reviews
Windows Server:	<ul style="list-style-type: none"> >99% uptime for all Windows servers. Build and deploy servers as needed.
SQL Databases: <ul style="list-style-type: none"> Performance monitoring Trend analysis Problem rectification Maintenance and backup. 	<ul style="list-style-type: none"> >99.9% uptime average across all databases, annualised Work closely with software developers to ensure project needs are fulfilled as required.
Exchange 2007: <ul style="list-style-type: none"> Mail Store management Backup and restore Maintenance and performance tuning. 	<ul style="list-style-type: none"> Proactive capacity and mailbox management to ensure no downtime to users. Restore mailboxes or mail stores as required by business needs. Undertake performance tuning as required Participate in period review of maintenance plans
Windows Server Infrastructure: <ul style="list-style-type: none"> Identify opportunities to improve. Identify solutions to problems. Participate in solution implementations 	<ul style="list-style-type: none"> Identify potential efficiencies to further improve level of service or uptime. Infrastructure improvements will be in line with the annual Infrastructure Review Contribute to annual infrastructure review.
Documentation <ul style="list-style-type: none"> All Windows Server documentation to be documented as per ITIL standards. 	<ul style="list-style-type: none"> Develop and maintain Windows Server documentation including technical specifications All tasks performed accurately recorded in service management software
<ul style="list-style-type: none"> Quality customer service to internal clients 	<ul style="list-style-type: none"> Internal Customer Service Survey year on year improvement

Annual Project Accountabilities OR Performance Pay Goals	Measures & Targets
TBA	