

**POSITION DESCRIPTION**

**POSITION:** Senior Network Engineer

**RESPONSIBLE TO:** Information and Communications Technology Manager

**FUNCTIONAL RELATIONSHIPS:**

**Internally**

Clinical teams (Medical, Nursing, Allied Health and Primary)  
 Wairau, Richmond, and other sites  
 Admin teams  
 ICT & Development project teams

**Externally**

Other DHBs involved in the South Island communications hub  
 Health system vendors  
 South Island region IaaS/Cloud providers and DHBs  
 Consumers  
 PHOs  
 Ministry of Health

**Our vision:** All people live well, get well, stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

**Our mission:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

**Our Values – Ā Mātou Uara:**

**Respect:** We care about, and will be responsive to, the needs of our diverse people, communities and staff.

**Innovation:** We will provide an environment where people can challenge current processes and generate new ways of working and learning.

**Teamwork:** We create an environment where teams flourish and connect across the organisation for the best possible outcome.

**Integrity:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

**PURPOSE OF THE POSITION**

The Senior Network Engineer provides enterprise network architect services, and expert level system administration, through excellent technical knowledge of networking, VM, and Microsoft environments, and the ability to effectively troubleshoot issues as they arise. As part of a small team, display flexibility to perform a variety of IT support ranging from tier 3 escalation advice to complex server and network issues.

Strong technical leadership is required to take ownership of identifying and effectively project managing ICT infrastructure projects. Collaborate regionally on projects such as Telehealth, Cloud networking, and the regional WAN. Able to work at a high level independently, utilizing other resources with good judgment, demonstrate high initiative and ownership of issues. Take a positive and proactive role in ensuring the ICT team delivers an excellent service to all its customers, and support Nelson Marlborough Health’s (NMH’s) operational and strategic direction.

RESPONSIBILITIES	EXPECTED OUTCOMES
<b>Network Architecture and Design</b>	<p>The network across all NMH sites is successfully architected, implemented, upgraded and supported, troubleshooting any issues that arise.</p> <ul style="list-style-type: none"> <li>• Design LAN, WAN, Voice, Video, Data Centre and the network security platform.</li> <li>• Switched L2 and L3 networks, enterprise wide wireless networks and VOIP are supported and developed.</li> <li>• Project manage and perform installation and configuration of technologies including Cisco, Fortinet, Azure networking, L3, L7 Load balancing etc.</li> <li>• Plan, configure and install fit-for-purpose wireless networks across all NMH sites.</li> <li>• Be responsible for ensuring BCP and DR resiliency is maximised between NMH, the South Island Regional host, Cloud and support sites.</li> <li>• Be responsible for maintaining network availability and service uptime in a 24/7 critical services environment.</li> <li>• Troubleshoot issues independently.</li> </ul>
<b>System Security</b>	<p>Be responsible for ensuring data and systems are secured against intrusion and data loss.</p> <ul style="list-style-type: none"> <li>• Architect/Implement security policies meeting strict Health standards.</li> <li>• Plan and implement security systems such as Firewalls, security gateways and Intrusion Prevention Systems.</li> <li>• Create and maintain technical infrastructure documentation.</li> <li>• Ensures standards and processes are carried out according to the NMH ISSP and relative N.Z. government guidelines/regulations</li> </ul>
<b>Vendor management</b>	<p>Successfully manage relationships with a range of vendors to ensure effective collaboration.</p>
<b>Provide Technical leadership</b>	<p>Assessment and advice supplied to the ICT Manager on network and technical issues.</p> <ul style="list-style-type: none"> <li>• Liaise with the regional Architect leads to ensure the NMH network platforms are in line with regional strategy and plans.</li> <li>• Coach and mentor staff and other colleagues to transfer and develop knowledge and best practice</li> <li>• Able to work at a high level independently, utilizing other resources with good judgment, demonstrate high initiative and ownership of issues.</li> <li>• Understand the operational requirements of all NMH users, and drive solutions to specific business problems through the effective use of technology.</li> </ul>

<b>Server</b>	<p>With the Senior Systems Engineer, design, build, support and troubleshoot the server environment.</p> <ul style="list-style-type: none"> <li>• Be the technical lead for servers supporting the network infrastructure.</li> <li>• The server environment, including technologies such as Microsoft Operating Systems, DNS, DHCP, Certificate Management, are maintained appropriately and experience minimal downtime.</li> <li>• New systems are designed and implemented within agreed time and budget constraints.</li> </ul>
<b>Customer focus</b>	<p>Able to make customers feel good about their ICT service experience regardless of the outcome via high level, polished customer and relationship management skills.</p> <ul style="list-style-type: none"> <li>• Liaise with NMH business units and vendors to ensure smooth implementation of new systems or upgrades, and all technical requirements are discovered and understood.</li> <li>• Cultivate a professional and positive image for NMH.</li> <li>• Be a positive and supportive member of the ICT Team, actively contributing to team development, knowledge sharing, and improving team performance.</li> <li>• Effectively communicate current activities, their context and value.</li> </ul>
<b>Professional Development</b>	<p>Participate in annual performance review process including review of performance goals and identification of areas for professional development.</p>
<b>Quality Improvement</b>	<p>Pro-actively participate in quality improvement processes in your area of work.</p> <p>Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence based practice.</p>
<b>General</b>	<p>Skills are developed and maintained so that you:</p> <ul style="list-style-type: none"> <li>• Have a broad knowledge of Health applications</li> <li>• Provide backup support for both the Senior Systems Engineer and other Senior Network Engineers in their absence (i.e. covering their leave)</li> <li>• Provide advice and backup support as required for user management and desktop environment functions.</li> </ul> <p>Other duties as negotiated by your manager</p> <p>Meet obligations contained in Appendix 1 &amp; 2.</p>

## **CAPABILITY PROFILE**

Solid performance in the role requires demonstration of the following capabilities and competencies. These provide a framework for selection and development.

<b>Capability</b>	<b>Competencies</b>	<b>Behaviours</b>
<b>Displays self knowledge</b>	<ul style="list-style-type: none"> <li>• Knows personal strengths and limits</li> </ul>	<ul style="list-style-type: none"> <li>• Understands personal accountability for team and professional outcomes</li> <li>• Understands own leadership and communication preferences and styles</li> <li>• Knowledge of personal objectives and how they align with the organisation's vision, values, and purpose</li> <li>• Knowledge of the impact personal preferences and emotional intelligence has on dealings with subordinates and peers</li> <li>• Demonstrates awareness of own proficiency or limitations with regards use of both business and clinical information and communication technologies</li> <li>• Recognises own leadership strengths and weaknesses</li> <li>• Regularly and proactively reviews own work to identify areas for improvement</li> <li>• Evaluates personal effectiveness and confirms future leadership potential</li> </ul>
<b>Establish the change imperative</b>	<ul style="list-style-type: none"> <li>• Foster and promotes change</li> </ul>	<ul style="list-style-type: none"> <li>• Understands change management process and personal responsibilities</li> <li>• Knowledge of risk assessment</li> <li>• Knowledge of the stages of change</li> <li>• Identifies accountabilities required to achieve agreed change goals and timelines</li> <li>• Allocates change responsibilities and activities to others</li> <li>• Fosters commitment to the achievement of change goals</li> <li>• Promotes standards of performance and goals that underpin change activities</li> <li>• Identifies and deals with obstacles to change</li> <li>• Monitors progress against the change plan</li> </ul>
<b>Build relationships and mobilise support</b>	<ul style="list-style-type: none"> <li>• Work effectively with others in the team</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the competencies and capacity of team members</li> <li>• Understands the range of information and resources people may need to complete their work</li> <li>• Possesses personal credibility and trustworthiness</li> <li>• Engages and builds commitment within a work team</li> <li>• Builds trust and instils confidence through mutually respectful, two-way communication</li> <li>• Encourages and supports individuals and teams to work cooperatively</li> <li>• Identifies key internal stakeholders</li> <li>• Develops personal networks to achieve work and professional outcomes</li> <li>• Builds strong relationships for short and long-term benefit</li> </ul>

Capability	Competencies	Behaviours
<b>Thinks and acts strategically</b>	Model organisational values and ethics	<ul style="list-style-type: none"> <li>• Understands expectations of the organisation, customers, regulators, the community and others in the external environment as to ethical behaviour</li> <li>• Thinks about organisational and healthcare issues within the context of wider economic, cultural and social factors</li> <li>• Knowledge of relevant human rights declarations and instruments</li> <li>• Knowledge of relevant professional standards of conduct, values and ethics</li> <li>• Upholds the Treaty of Waitangi</li> <li>• Leads by example by being a role model for key behaviours, values and ethics</li> <li>• Assists others link their role to the organisation's values and ethics</li> </ul>
<b>Communicate a vision and sense of purpose</b>	Inspires a sense of purpose and commitment	<ul style="list-style-type: none"> <li>• Understands a robust vision should be shaped and grow through individual input</li> <li>• Motivates others to achieve personal satisfaction and high performance through a shared sense of purpose and spirit of cooperation</li> <li>• Communicates to establish shared understanding</li> <li>• Ties the vision to a metaphor people can immediately translate into everyday work</li> <li>• Creates an imperative to act</li> <li>• Communicates with a sense of purpose and clarity appropriate to the audience</li> <li>• Established regular and accurate communication mechanisms</li> <li>• Organises information and presents information appropriate to the audience</li> <li>• Inspires commitment from team to an agreed goal or purpose</li> </ul>
<b>Empowers others to act</b>	Harness diversity and difference	<ul style="list-style-type: none"> <li>• Knowledge of relevant human rights declarations and instruments</li> <li>• Understand the need to promote equality of opportunity and diversity</li> <li>• Translates vision into a message members of a team can identify with and understand</li> <li>• Delegates responsibilities to team members based on insight into their competencies and experience</li> <li>• Actively encourages a range of views and divergent opinions</li> <li>• Ensures people have the time to make personal changes in thinking and practice</li> </ul>
<b>Stimulate innovation and create immediate wins</b>	Displays innovation and creative practices	<ul style="list-style-type: none"> <li>• Knows how to encourage lateral thinking</li> <li>• Appreciates boundaries of current thinking and practice</li> <li>• Shows empathy for individuals struggling to adapt</li> <li>• Remains open and accepting of ideas from others</li> <li>• Explores and evaluates innovative ideas and practices</li> <li>• Generates opportunities to reduce costs or increase efficiency</li> <li>• Supports looking 'outside the box' to solve problems and barriers to effectiveness</li> <li>• Introduces systems and procedures that enable innovation/ change to be successful</li> </ul>

Capability	Competencies	Behaviours
<b>Consolidate &amp; continuously improve on strategic direction</b>	Identify change imperative and opportunities	<ul style="list-style-type: none"> <li>• Appreciates the link between change and continuous improvement</li> <li>• Sets and expects everyone to achieve high standards of care and performance</li> <li>• Encourages feedback from customers on quality of care and processes</li> <li>• Continuously monitors and reports on strategic change</li> <li>• Motivates employees to identify opportunities for improving existing practices and/or services</li> <li>• Embraces the imperative for quality and process improvement</li> <li>• Actively seeks opportunities to improve people and processes</li> <li>• Initiates and reviews improvements</li> </ul>
<b>Foster a positive culture</b>	Embrace cultural difference and diversity	<ul style="list-style-type: none"> <li>• Knowledge of health sector-specific legislation, regulations, guidelines and codes of practice relating to equality, cultural awareness and diversity</li> <li>• Understands what ethical and cultural differences are non-negotiable for different groups</li> <li>• Understands the link between an individual's norms and beliefs and the organisation's culture</li> <li>• Appreciates the range of cultural differences and backgrounds of people in the workplace</li> <li>• Embraces diversity</li> <li>• Knowledge of the different forms which discrimination and harassment might take</li> <li>• Reinforces the positive relationship between individual action and the organisation's culture and values</li> <li>• Treats individuals with respect and acts to uphold their rights</li> <li>• Displays empathy</li> <li>• Acknowledges and demonstrates sensitivity and displays respect for cultural differences and backgrounds of people</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- Tertiary qualification in a relevant technical or management discipline preferable
- The following advanced level qualifications are desirable for this role:

Microsoft:	MCSA
CISCO:	CCNP
ITIL:	Practitioner level certification

### **EXPERIENCE**

- Several years as an ICT Engineer in a complex multi-site enterprise environment
- Proven experience as an Network Architect and Engineer at a senior level
- Health sector experience desirable
- Demonstrated experience in practical technical desktop, network and server management
- Supplier/customer experience an advantage
- Diverse IT customer service or related experience
- Ability to work with any technology that NMH has or implements

### **KNOWLEDGE AND SKILLS**

#### *Preferred:*

- LAN/WAN protocols (Nexus, Cisco, Juniper, F5): OSPF, BGP, 801.1Q, MPLS, QoS, Multicast, Wireless
- Firewall/Network security: Next Gen firewalls, Cisco ASA, IDS, IPS, Radius, VPN, Fortigate, Nexus, Checkpoint, Palo Alto
- Desktops – VDI/PC/Laptops
- VMWare
- Cloud, Infrastructure as code concepts

#### *Required:*

- Network certification, preferred level is CCNP and MCSE
- Network troubleshooting
- Cisco Network Equipment
- VoIP and knowledge of IP based protocols (SIP)
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

### **PERSONAL ATTRIBUTES**

- An excellent communicator with both verbal, presentation, reporting and writing skills
- Good analytical skills and able to assume a strategic focus
- Demonstrated commitment to quality service provision
- Commitment to ongoing personal development within the computing field
- A team player with a “can do” attitude and plenty of energy
- Presents innovative ideas, is able to think clearly and manage own workloads well
- Ability to analyse existing processes/technologies and propose new ways of doing things
- Constantly seeks to share best practices, and appropriately update training and communications to provide a pattern of continuous improvement
- Able to work flexible hours including after hours when necessary

## **APPENDIX 1**

### **General Responsibilities of an Employee of Nelson Marlborough Health (NMH)**

#### **1. Professional Responsibilities**

As an employee of NMH you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health and Safety**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (*via Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of NMH are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

NMH is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.



## **5. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within NMH’s Disciplinary Policy.

## **6. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **7. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **8. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **9. Treaty of Waitangi**

NMH is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **10. Smokefree**

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

## APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> <li>• a chronic skin condition</li> <li>• been working in an overseas healthcare facility in the last year</li> <li>• been MRSA-positive in the last year</li> </ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.