University of Wollongong

POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title:	Communications Engineer (Voice and Data)	Level:	5
Faculty/Division:	ITS	Department/Location:	Building 39

Primary purpose of the position:

The Communications Engineer (Voice Data) is responsible for providing day to day support and advice relating to voice and data network supporting the University operations and key initiatives.

Position Environment:

Information Technology Services (ITS) is the University's central IT provider, delivering to the campus community a robust infrastructure platform enabling the delivery of services and support inline with strategic and operational requirements.

This position which is based within ITS's Technology and Infrastructure Group (T&I) is responsible for supporting the day to day operations of our voice and data network which support the diverse research, teaching and corporate needs of the University.

ITS's role in the organisation is to support, advise and enable the University community. In doing so this position requires an individual with strong technical leadership skills, a commitment to working in large teams to produce quality outcomes and most importantly a proven track record as a mentor.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	Ensuring day to day service delivery of the University voice data network are inline with key performance indicators and operational requirements through request/incident/problem handling and resolution.	To ensure customer requirements are met.	30%	
2.	Under supervision support day to day voice and data network activities by assisting with diagnosis, deployment and configuration of infrastructure.	Develop a robust and scalable network adaptable to the future needs of the institution.	25%	
3.	Provide support in the execution of voice and data initiatives related to capital works and/or strategic priorities.	Completion of various sized strategic and operational initiatives which depend on data services.	15%	
4.	Under supervision engage with key stakeholders from within ITS and across the University to ensure the development and support of voice/data services are inline with stakeholder requirements and industry best practice.	Continual development and engagement with the view of enhancing service offerings.	10%	
5.	Contribute to a culture of sharing in the voice and data team by imparting knowledge and expertise through documentation and alternative methods.	Development of people for sustainable operations	10%	

6.	Engage in ongoing professional development.	Development of people for sustainable operations	10%	
7.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
8.	Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Voice and Data Team Manager
The position supervises the following positions:	Nil
Other Key Contacts:	1. Deputy Director (ITS) and Senior Manager, Technology and Infrastructure 2. Communications Engineers (Voice & Data) (Technical relationship) 3. Service Delivery teams within Information Technology Services e.g. Team Leader ITS Support.

Key Relationships:

Contact/Organisation:	Purpose & Frequency of contact
Faculties and Administration Units	Responding to infrastructure outages and individual customer problems
Equipment suppliers and maintenance contractors	Undertaking maintenance call outs, seeking quotations and placing orders

Key Challenges:

1. Ensuring customer needs are met through the delivery of support
2. Competing priorities and Time Constraints
3. Complexity of environment

Knowledge & Skills:

- An interest in voice/ data networking
- Knowledge of modern data networks and associated services e.g. OSI protocol layers Layer 1, Layer 2 and Layer 3.
- Knowledge of network monitoring and diagnostic tools.
- Knowledge of modern computer systems and operating systems
- Ability to scope work and prioritise workload within defined parameters
- High level analytical and problem solving skills
- Excellent written and verbal skills
- Ability to work harmoniously in a team
- Proven ability to evolve within a rapidly changing environment and industry

Education & Experience:

Essential:

- Degree qualifications in relevant discipline with experience, certifications or an equivalent level of work experience and training.
- Experience and exposure to customer service operations including management of feedback and complaints.
- Experience in voice and data operations including day to day support (incident/problem/request resolution), maintenance, monitoring and reporting.
- Demonstrated practical understanding of network concepts and protocols including Ethernet, VLANS, Spanning Tree, Routing, Routing Protocols e.g. OSPF.
- Proficient with Cisco switching, routing product suites.
- Understanding of challenges in implementing voice/data services in a campus style environment.

Desirable:

- Cisco certifications e.g. CCNA.
- Experience with Voice over IP (VOIP) e.g. Call Manager.

Personal Attributes:

- Understanding and a commitment to quality customer service and experience
- Ability to work in a busy environment with frequent interruptions
- Demonstrated effective communication skills
- Ability to work in a team environment
- Excellent problem solving abilities
- Ability to meet deadlines and reprioritise work to meet changing requirements
- Demonstrated passion and desire for training and development of oneself and team members

Special Job Requirements:

- Flexible working hours
- Need to meet tight deadlines
- Occasional after hours work

Organisational Chart:

Please attach an up to date organisational chart to this position description.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____