

Senior Network Infrastructure Officer

POSITION DESCRIPTION



Position Number:	3691
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Information Systems
Position Status:	Permanent Full Time
Classification:	Level 6 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	IT Infrastructure Supervisor
Revised:	September 2025

General Position Statement

This position supports Council's direction by being responsible for effectively maintaining Council's Technology Infrastructure through providing specialist and professional advice, analysis and support within Council in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Manage and coordinate the design, administration and support of the organisation's telecommunications and data networks, security and network devices.
- Resolve software, hardware and network related problems and ensure relevant information is conveyed to the appropriate officer.
- Manage and develop the review, evaluation and testing of new hardware, software, and systems proposals to ensure compatibility and integration with Council's existing network environment.
- Implement new technology hardware and software to maintain Council's computing environment.
- Act as the technical lead on complex projects involving systems evaluations, modifications, documentation and performance monitoring.
- Apply knowledge, skills, tools and techniques to project activities to meet project requirements, including outcomes relating to time, budget and quality.
- In conjunction with other support staff, work towards creating an information technology environment that is stable, functional and effective and meets the requirements of the Council.
- Ensure that Information Technology procedures are adequately documented.
- Provide specialist advice on complex matters concerning the Network and/or Security environments.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

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- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Demonstrated ability to plan, organise and prioritise.
- Solid diagnostic and troubleshooting skills.
- Detailed working knowledge of IT Systems Administration practices and procedures such as systems security, documentation, performance monitoring and backup strategies.
- Demonstrated knowledge and experience in developing, implementing and managing cybersecurity controls, monitoring threats, and ensuring compliance with relevant security standards and frameworks (e.g. ISO 27001, Essential Eight).
- Practical working knowledge and understanding of Project Management.
- Detailed and practical working knowledge and understanding of one or more of the following:
 - Networking Environments, including:
 - Administration and Support of LAN/WAN Environments;
 - LAN/WAN technologies and concepts; including LAN/Phone Cabling, TCP/IP, Internet Services, LAN Switching, Routing, Telecommunications services, IP/Cloud Telephony

AND/OR

- Security Environments, including:
 - Security technologies and concepts; (including SCADA and CCTV networks)
 - Firewalls, IDS, IPS, VPNs, and Information security standards, monitoring and reporting.;
 - Administration and support of SCADA networks and security infrastructure.
- Knowledge and understanding of the following:
 - Server Environments, including:
 - Administration and Support of Microsoft Windows Domains;
 - Server technologies and concepts; including Active Directory, Microsoft Entra, Group Policy, Server Virtualisation (VMWare / ESX), SANs, Microsoft Exchange, Backup management and Systems management (Systems Centre Configuration Manager);
- Well developed knowledge of work practices relevant to the work area.
- Ability to effectively operate Council's computer systems including the IT management software and the MS Office Suite.

Qualifications

- Qualifications relevant to the duties of the position (IT related discipline) and/or extensive experience relevant to the position.

Desirable Qualifications and Experience

- Practical experience as a project leader and team member, particularly in an IT environment.
- Microsoft and/or Cisco Certification or other relevant industry training.
- Implementing and maintaining complex IT infrastructure.
- Microsoft Operating Systems and Office Applications.

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Special Requirements

- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to possess an Aviation Security Identity Card (ASIC). To qualify for an ASIC, applicants must periodically submit to Police background, politically motivated violence and Australian citizenship checks (checks are arranged by Council).

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- As required, participate in the on-call roster and perform work during non-business hours.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	