

# Job Description

2 May 25



## NETWORK ENGINEER SBS Technology

Reports to: Network and Storage Technical Lead

Direct reports to this position: N/A

### SBS Values, Vision and Purpose

*The **Network Engineer** is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures, and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully, and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.*

### Division Purpose – Technology

**SBS Technology** can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

The **Network Operations Team** are accountable for all the internal technical network infrastructure supporting all aspects of the business including getting content produced, edited, and on air.



## Role Purpose

The Network Engineer is responsible for the day-to-day operational administration, implementation, development, documentation, testing, and maintenance of LAN and WAN networks, routers, switches and firewall solutions across SBS, working independently, in a team, and with vendors.

The Network Engineer will apply proven communications and problem-solving skills to guide and assist the technology department and architectural functions on issues related to the design and deployment of networking systems and is expected to innovate and ensure quality is continuously improving, safeguard the integrity of data transmission, implementation, and support meeting both industry best practice and SBS requirements.

## Main Responsibilities

### *Main tasks of the role*

- Execute day to day network administrative tasks to provision and support business requirements.
- Proactively maintain networking ecosystem including backup, configuration, and physical and logical hygiene
- Identify key areas for improvement or alignment with appropriate best-practice. Proactively carry through endorsement, planning and remediation phases.
- Monitor and report issues on the network using SBS' third-party tools and network vendor tools.
- Troubleshoot and own to resolution, technical issues as reported by the business, engaging, and liaising with vendor support, 3<sup>rd</sup> parties and internal teams for complex faults where required.
- Ensure that the SBS change control process is always adhered to.
- Assist relevant architectural and management teams in developing plans for future state networking across all of SBS' sites.
- Provide input and feedback on network security capability, requirements, and designs.
- Produce and ensure availability and current relevance of technical drawings, documentation and procedures which allow a level of competency for peers and support staff.
- Contribute to establishment and control of Technology policies and procedures.
- Keep up to date on knowledge of latest technology and broadcast developments.
- Provide out of hours support as expected of this type of role for any changes or critical business issues which arise or are escalated.
- Contribute to a register of risks, issues, and limitations, contributing to the strategic planning processes within Technology and providing regular reports and status updates on tasks performed.
- Such other duties, within the nature and scope of the position as may be required.

### *Technical Experience (required)*

- Operational experience and proficiency with the following networking technologies.
  - Cisco Catalyst and Nexus switching
  - Cisco Firewalls (FTD, FMC, ASA), Cisco ASR series routers



- Cisco Wireless ecosystem – controllers, WAPs and management platforms
  - F5 Load Balancers
  - Cisco AAA and Umbrella
- Operational experience with Spine-Leaf VXLAN deployments.
- Operational experience with PTP and Multicast networks.
- Solid Routing and Switching skills (RIP, OSPF and BGP routing protocols, spanning tree)
- Familiarity with SDN & SDDC technologies and their applications
- Familiarity with L4-7 services integration in a data centre environment
- Familiarity with cloud networking connectivity and implementation
- Familiarity with WAN connectivity through MPLS, Internet and dark-fibre solutions, both internally managed and carrier delivered.

#### ***Technical Experience (desirable)***

- Knowledge or experience of the Broadcast/Production sector
- Familiarity or experience with network automation or programming
- Familiarity or experience with VMware and Nutanix HCI virtualization solutions
- A very strong understanding of servers, storage, cloud, and other areas of IT and their relationship with networking
- Familiarity with Wi-Fi design and best practices

#### ***Certification Required (or vendor equivalent)***

- CCNP Data Center
- CCNP Enterprise

#### ***Certification Desirable (or vendor equivalent)***

- CCIE Data Center
- CCIE Enterprise

#### ***Key relationships with other roles and external stakeholders***

- Consult and work with Architects on design and delivery of solutions.
- Assist Business Analysts with information gathering, reporting and process mapping.
- Provide 2<sup>nd</sup> and 3<sup>rd</sup> Level Infrastructure and incident support for various Application Support groups.
- Support the Project Management Office during scoping, design, implementation, and handover of Projects.
- Work with the helpdesk resolving 2<sup>nd</sup> and 3<sup>rd</sup> level incidents.
- Work with vendors and external support organizations in the delivery, management and support of core business systems.



Key Capability		
Capability	Level	Behaviour
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"><li>Follows through on customer/client inquiries, requests or complaints</li><li>Distributes useful and up to date information to the customer/client</li><li>Determines the needs of the customer/client through probing and listening</li><li>Provides friendly, helpful service to the customer/client</li><li>Makes sure there is a clear understanding of the customer/client's needs</li><li>Offers appropriate solutions to the customer/client</li><li>Prioritises work goals that impact the customer/client directly</li></ul> <p>Diffuses customer/client problems</p>
<u>Collaboration</u>	Function	<ul style="list-style-type: none"><li>Encourages collaboration (sharing of responsibility and information) across the business</li><li>Encourages shared goals by promoting joint responsibility</li><li>Ensures expert knowledge is continuously enhanced and shared across the business</li><li>Acts to promote respect, helpfulness and co-operation across the business</li><li>Publicly credits individuals across the business who have performed with excellence</li></ul>
<u>Innovation</u>	Function	<ul style="list-style-type: none"><li>Encourages team/function to generate new and original ideas</li><li>Suggests modifications to processes and procedures to improve current performance</li><li>Offers original solutions that facilitate the achievement of team/functional goals</li><li>Considers new concepts as potential opportunities</li><li>Participates in ongoing activities/taskforces to develop creative initiatives</li><li>Recognises and rewards creativity and innovation</li></ul>
<u>Organisational Awareness</u>	Operation	<ul style="list-style-type: none"><li>Considers how functions within the business work together</li><li>Uses SBS's structure, procedures and/or systems to achieve objectives</li><li>Understands the key drivers that impact the business</li><li>Identifies potential risks, and/or opportunities across the business</li><li>Considers the impact of potential risks, and/or opportunities across the business</li><li>Uses financial reporting information to inform business decision making</li></ul>



<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>
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## Workplace Health & Safety

[For Band 3 and all non-supervisory levels]

- In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)
- Comply with Work Health and Safety Regulations and responsibilities
- Ensure employees and clients are:
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
  - follow safe work practices