

# Position Description – IT Support Engineer

## POSITION DETAILS

<b>Department / Team:</b> Information Management and Technology	<b>Reports to (title):</b> Manager Systems & Advisory
<b># Direct Reports:</b> Nil	<b># Indirect Reports:</b> Nil
<b>Location:</b> Brisbane	<b>Salary Banding:</b> AO6

## THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: [www.crossriversrail.qld.gov.au](http://www.crossriversrail.qld.gov.au)

## OUR VALUES AND BEHAVIOURS



### WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



### WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



### WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.

## ROLE OVERVIEW

The purpose of the position is to ensure the maintenance of defined service levels by providing high level technical expertise in the operations, administration, maintenance and support of infrastructure and solutions in one or more technology domains. The role will ensure the smooth operation and availability of these critical systems, enabling the CRRDA to effectively manage projects, workflows, and collaboration

## KEY RESPONSIBILITIES

- Supporting Systems Engineers and Technical Managers to maintain, and optimise, existing environments managed by the Support Services Team.
- Troubleshoot and resolve issues related to custom applications, including performance bottlenecks, user access, and functionality.
- Review and address threat management alerts and vulnerabilities promptly, recommending and implementing actions to mitigate risks and enhance system security.
- Actively participates in ensuring compliance with industry standards and best practices to maintain a secure and resilient system environment.
- Contribute to the maintenance of policies, standards, procedures, and documentation.
- Ensure that information security records are accurate and complete and that requests for support are dealt with according to agreed procedures and service levels.
- Provide training and support to end-users and team members, empowering them to effectively utilize the environment.
  - High-level understanding and technical skills in one or more of the following;
    - Atlassian Products (Jira Software, Service Management & Confluence)
    - Microsoft365 Platforms (Intune, SharePoint, Microsoft Teams & Security)
    - Custom Code Deployment (DevOp Pipelines, JavaScript, Powershell with SQL & Git familiarity)
- Perform duties as directed by the Director Support Services and Manager Systems, and Advisory.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours

## KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Proven ability to work collaboratively in team environments, fostering effective working relationships with team members and stakeholders. Possessing well-developed interpersonal, written, and verbal communication skills, to facilitate clear and efficient communication.
- Ability to prioritise tasks effectively to meet deadlines and manage workload efficiently. Demonstrating excellent problem-solving skills and the capacity to remain focused and composed in fast-paced and dynamic situations.
- Proven experience as a Systems Administrator, specialising in Microsoft 365 and Atlassian platforms. Demonstrating expertise in configuring, maintaining, and optimising these platforms to meet organisational needs efficiently, with limited supervision.
- Proficiency in web application administration, including deployment, monitoring, and troubleshooting, ensuring web-based applications' smooth operation and performance.
- Strong knowledge of PowerShell & Application Programming Interfaces (APIs), enabling efficient automation and integration of systems and processes.



- Sound knowledge of custom code environments and languages (Pipelines, JavaScript, SQL & Git), allowing for developing, customising, and maintaining software solutions tailored to specific requirements.
- Possessing relevant industry certifications, such as Microsoft and Atlassian, is highly desirable. Demonstrating commitment to professional development and validation of expertise in specific technical domains.