

Position Description – Network Engineer

Core Detail

Title	Network Engineer
Role	The Network Engineer's role is to select, design, implement and support telecommunication and security solutions to meet business requirements across 28 TriCare sites. Responsibilities include SD-WAN, firewalls, advanced threat detection, VOIP telephony, LAN, Wi-Fi and cloud services. Key stakeholders include the internal business, the Information Services team and suppliers.

Position Parameters

Employment	Full time
Reporting to	Chief Information Officer
Staff directly supervising	Nil
Expenditure Limit	Nil
Location	TriCare Head Office

Detailed Description of the Position

Network Engineering	<ul style="list-style-type: none"> • Own strategy and supplier contracts for networking services. • Maintain, upgrade, install and support: <ul style="list-style-type: none"> ○ Wide Area, including SD-WAN, and Local Area Networks; and ○ Router, switch, wireless and security hardware and services. • Security, including internal and external security, remote authentication, guest services and web filtering. • Monitor IT devices to ensure proactive network / server management. • Identify and resolve system and network outage / performance issues. • Maintain up-to-date knowledge of all solutions, both current and proposed, in the network & communications areas. • Provide network / system design guidance to the CIO & Solution Architect as needed and update all associated documentation.
Telephony	<ul style="list-style-type: none"> • Manage third party VOIP vendor and telecom supplier

Support

- Provide assistance and support on all network telecommunication technical issues.
- Share knowledge with the Service Desk on recurring issues.
- Document user problems and solution procedures.
- Assist the Systems Administrator with cloud and infrastructure tasks where required.
- Manage suppliers, support escalation and invoicing.

Skills and Knowledge

- Cisco switch Aruba configuration and troubleshooting
- IT security, including firewall, multi-factor authentication, device security, advanced threat management (Sophos and Netscaler advantageous), Fortinet
- Deep understanding of networking technologies such as VLAN, LAN and WAN, including SD-WAN (VeloCloud advantageous)
- Wireless infrastructure setup and design in both public and private scenarios (Aruba advantageous)
- Consumer broadband network technology for Guest Wifi services
- VPN configuration and design
- VOIP telephony technology using hosted services
- Cloud computing (Azure and Express Route advantageous)
- PON experience advantageous

Personal/Other Attributes

- Excellent communication skills for liaising with staff and users
- Be an effective contributor in a team environment
- Self-motivated with keen attention to detail
- Flexible attitude to working hours
- Ability to work under pressure to meet deadlines
- Ability to analyse system data / logs and solve complex problems
- Willingness to increase skills and keep abreast with industry developments

Experience

- Degree in Computer Science, Computer Engineering, Systems Engineering desirable
- Relevant certifications desirable: CCNA, Microsoft Azure Security & Networking

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Improvement Review.