

STATEMENT OF ACCOUNTABILITY

Systems Engineer - ISG

TEAM	Information Services Group
POSITION TITLE	Systems Engineer
REPORTS TO	Team Lead Core Systems

OUR TEAM ACCOUNTABILITY

As a member of ISG, this role has shared accountability for:

- **Engaging** the ISG team, the Canterbury District Health Board, the West Coast District Health Board (WCDHB) and our health systems to build trust, common understanding and ownership.
- **Growing** the understanding and engagement of your ISG team with the vision and goals for the Canterbury and West Coast health systems.
- **Ensuring** clarity of ISG purpose through developing clear direction, planning, alignment and priority with the Canterbury Health System Strategy
- **Leading** your team, making sure all team members know their roles, accountabilities and responsibilities.
- **Building** the ISG service capability to make it happen and the process capability to do it effectively and efficiently.
- **Communicating**, in order that within the ISG team, the wider Canterbury DHB, West Coast DHB and our health partners, everyone remains aligned with and informed about our plans, priority and progress.

These accountabilities will be exercised in support of a drive to perfect service excellence through work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, while remaining aligned to the Canterbury Health System strategy.

This will enable a model that provides flexibility and scalability within ISG to help accelerate the transformational activity that is required by the business to deliver on the vision for our health systems.

MY ROLE RESPONSIBILITY

The Systems Engineer is responsible for working with the ISG team to provide a level of service excellence across all Information and Communication Technology [ICT] solutions whilst maintaining the development and delivery of the ISG work plan.

In assuming this responsibility, the role enables the Systems Engineer to be an effective and valued partner of the business and supports the business to achieve its goals.

Specifically, the role is responsible for:

- The design, implementation and maintenance of infrastructure that host applications on public cloud (AWS, Azure) providers, New Zealand based IaaS providers and on-premise physical and virtual hardware.

- The planning and installation, testing and maintenance of operating system, application software and system automation and management tools to make our operations and processes more reliable, repeatable, and efficient.
- Providing infrastructure level 3 expertise and support to our CDHB application support teams, South Island health system IT teams and application solution providers to enable the successful delivery of health care to our community.
- The maintenance and recording of accurate 'as-built' information for our infrastructure and applications to help us maintain excellence in delivery to our health care customers and partners.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- Experience with automation using scripting languages and automation technologies like PowerShell, PowerCLI, Ansible, Terraform, Salt, Python, JavaScript.
- Experience with container technologies such as Docker, Kubernetes, EKS, AKS
- Understanding of multi-tier architectures: load balancers, caching, web servers, application servers, databases, and networking
- Understanding of public cloud architectures and the implementation of storage, virtual networking, authentication, load balancing, high availability schemes, routing, firewalls and security in the public cloud.
- Understanding of relational and non-relational databases.
- Experience of Microsoft technologies including Active Directory, Exchange, Teams, One Drive,
- Experience in operational processes, including the implementation of server patching, system monitoring,
- Able to use source control tools like git.
- Understanding of security best practices.
- **Anticipating Problems:** Forecasts and detects errors, gaps, and potential flaws
- **Quality Focus:** Strives to meet quality standards and produce quality work products
- **Leveraging Work Skills:** Applies technology and job-relevant abilities to complete work tasks
- **Self-Management:** Demonstrates appropriate motivation, attitude and self-control
- **Flexibility:** Changes direction as appropriate based on new ideas, approaches, and strategies
- **Accountability:** Accepts responsibility for one's actions regardless of outcomes
- **Detail Focus:** Performs work with care, accuracy, and attention to detail
- **Teamwork:** Collaborates with others to achieve goals

MY EXPERIENCE

- 3-5 years experience in System Administrator or System Engineer role

QUALIFICATION

- A tertiary level qualification – Bachelor's Degree in Software Development, Computing Systems, Information Services, Science, Engineering or related field
- Public Cloud Certification(s) is highly desirable

MY RELATIONSHIPS TO NURTURE

Internal

- CDHB ISG Leadership Team
- CDHB ISG Team Leads
- CDHB ISG Team Members
- WCDHB ISG Team
- CDHB Managers
- CDHB Employees

External

- ISG application Vendors

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:

- **Look:** It's everyone's responsibility to be on the lookout for risks.
- **Make the right choice:** If you see a risk, either fix it yourself if that's the right thing to do or speak up so someone else can. If you're not sure what to do look at the relevant policy and procedure.

Through working together, we can look after ourselves and those around us.