

POSITION DESCRIPTION – 2021

POSITION TITLE: SYSTEMS ENGINEER

POSITION NUMBER: L7-001 - Rotational

LOCATION: FRCS HEAD OFFICE, SUVA

REPORTS TO: Deputy Director ICT

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory authority established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our organizational Values are - One Organization; Leadership; Valuing Employees; Integrity; Results Focus; Partnership Development.

POSITION PURPOSE

The Systems Engineer plays a lead role in the enterprise design, system development and adoption of new processes and platforms that will lead the way in which FRCS ICT communicates, delivers services, provides information and engages with customers and stakeholders. The System Engineer participates in a team whose mission is to provide the end-to-end automation which unites all technologies and allows teams to deliver products in a safe, secure and agile fashion. The System Engineer is primarily focused towards ICT Engineering disciplines of Cloud/Infrastructure, DevOps tooling, Integration, Application Infrastructure, API Management and Software Defined Network across 2 streams (Developer Experience & API and Network as a Service).

With a strong focus on customer service, incident management, system administration and complex troubleshooting, this dynamic role is expected to manage the efficient allocation of infrastructure assets, turnaround time on service logs and lead the technical support team.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
System Automation & Transformation	<ul style="list-style-type: none">▪ Deliver technical projects (Cloud & On-Premise) utilising a wide variety of leading enterprise grade technologies.▪ Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives.▪ Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Advises on the correct and effective use of system software.▪ Reviews new business proposals and provides specialist advice on capacity and demand issues. Drafts and maintains standards and procedures for service component capacity management ensuring that they are fit for purpose, current, are correctly implemented. Ensures forecasts on capacity are incorporated in the ICT planning and budgeting cycle.▪ Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments.▪ Develop and manage implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted).▪ Carries out the builds and tests in coordination with the testers and component specialists maintaining and administering the tools and methods

	<p>– manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.</p> <ul style="list-style-type: none"> ▪ Identifies critical operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to the ICT support engineers, users and managers ▪ Manages system configuration items (CI) and related information. Investigates and implements tools, techniques and processes for managing CIs and verifies that related information is complete, current and accurate. ▪ Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs. Uses data centre management tools to plan, record and manage the types of infrastructure installed and the associated power, space and cooling capabilities, usage and actions to meet corporate sustainability targets. ▪ Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. ▪ Contributes to digital forensic investigations. Processes and analyses computer evidence in line with policy, standards and guideline and supports production of forensics findings and reports. ▪ Applies and maintains specific security controls as required by organisational policy and local risk assessments. Takes action to respond to security breaches in line with security policy and records the incidents and action taken. ▪ Takes responsibility for major aspects of network implementation, specification and enterprise design within the organisation. Translates logical designs into physical designs, and delivers technical prototypes. Produces network and security design policies, and criteria covering connectivity, capacity, interfacing, security, resilience, recovery, access and remote access. Makes a significant contribution to the investigation, diagnosis and resolution of network problems.
<p>Business Continuity & Availability Management</p>	<ul style="list-style-type: none"> ▪ Develops strategies and set plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability, including the development and implementation of new availability techniques and methods. ▪ Drafts standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices. ▪ Perform regular DR testing procedures, back-up & recovery and ensuring availability across all systems ▪ Apply OS patches and upgrades, upgrade system administration tools and utilities. Configure / add new services as necessary. ▪ Perform on-going performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
<p>Asset Management</p>	<ul style="list-style-type: none"> ▪ Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software. ▪ Promotes awareness of and commitment to asset control. Initiates assessment of consequences and risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service. ▪ Work with the Senior IT Service Engineer to develop the IT Inventory annual plan ensuring it is implemented on a timely basis.
<p>Stakeholder Engagement & Customer Service</p>	<ul style="list-style-type: none"> ▪ Work closely with the ICT team to ensure change initiatives are effectively implemented.

	<ul style="list-style-type: none"> Frequently engage & communicate with customers to ensure service levels are being achieved.
Documentation	<ul style="list-style-type: none"> Ensures that processes are documented and in place for consistent classification and management of system maintenance and configuration items, and for verification and audit of configuration records. Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate. Ensures that resolved incidents are properly documented and closed. Ensures that operational documentation for system software is fit for purpose and current. Drafts and maintains procedures and documentation for databases. Manages database configuration including installing and upgrading software and maintaining relevant documentation.
Digital Transformation	<ul style="list-style-type: none"> Assess new and emerging technology that can increase effectiveness of the FRCS automation delivery. Contributes strongly to the business service knowledge management system. Manages the research and development of tools, processes and techniques. Work in close collaboration with the team to implement components of the Technology 5year roadmap where this role is held accountable.
Risk Management	<ul style="list-style-type: none"> Maintains current knowledge of malware attacks, and other cyber security threats. Delivers objective insights into the existence of vulnerabilities, the effectiveness of defences and mitigating controls - both those already in place and those planned for future implementation. Takes responsibility for integrity of testing activities and coordinates the execution of these activities. Defines and communicates the test strategy. Provide mitigating strategies for technological risks where this role is held accountable. Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives.
Health, Safety, and Wellness	<ul style="list-style-type: none"> Ensure compliance with relevant Occupational Health and Safety (OHS) obligations. Support and participate in health, safety and wellness initiatives.

DELEGATIONS

Delegations are in accordance with Leadership Team L5 powers as set out in the FRCS delegations framework.

Staff numbers: Direct reports – 0

PERSON SPECIFICATION

ESSENTIAL

- Bachelor Degree in Computer Science, Information Technology, Engineering
- 7 years demonstrated industry experience in supporting Data Centre infrastructure, Virtualisation and Cloud technologies
- ITIL certification

DESIRABLE

- Valid SAP, Cisco, Linux+ and MS SQL certification
- Business analysis, Project management (PMP or similar) certification

PERFORMANCE COMPETENCY INDICATORS

As a leader in FRCS your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly to the Deputy Director IT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report monthly to the Deputy Director IT on your leadership performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Leadership Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
PROCESS IMPROVEMENT	<ul style="list-style-type: none"> ▪ Consistently good at identifying the necessary processes, and organising the right people to get things done ▪ Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources ▪ Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information in a useful manner
DECISION & ANALYTICAL QUALITY	<ul style="list-style-type: none"> ▪ Utilises a mixture of analysis, critical thinking, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity ▪ Can use data mining techniques in discovering patterns in large quantities of data for further analysis and to reach sound conclusions
DRIVE FOR RESULTS	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations, continually pushing self and others for results ▪ A self-starter who demonstrates agility in multi-tasking where this is needed
COURAGEOUS CONVERSATION	<ul style="list-style-type: none"> ▪ Is direct and honest in communication with others by providing timely, complete and “actionable” feedback (positive and critical) ▪ Takes a tough stand and faces up to problems with any person or in any situation when necessary
PRESENTATION, COMMUNICATION & VISUAL ART	<ul style="list-style-type: none"> ▪ Effectively presents to a variety of audiences using visual communication methods as appropriate ▪ Commands attention and can read the audience, adjusting approach as needed ▪ Attempts to understand different interactive styles and adjust approach accordingly
LISTENING	<ul style="list-style-type: none"> ▪ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees ▪ Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgments or acting
PROBLEM SOLVING	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods for trouble shooting, recognizing and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions ▪ Conducts high quality and honest analysis of information and data to aid in problem solving
SELF DEVELOPMENT	<ul style="list-style-type: none"> ▪ Is personally committed to and actively works to continuously improve self ▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

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