

Position Description

Position Title	Network & Infrastructure Engineer	Reporting to	Team Leader Infrastructure
Business Unit	People & Performance	Direct reports	Nil
Classification	E	Date	June 2023

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The People and Performance Business Unit is a newly created team under our service led and member centric operating model designed to deliver services that employees need to deliver value for our members. Specifically, the People and Performance Business Unit plays a critical role in ensuring that we can set up our people to be able to do

their jobs effectively and successfully with the right culture, capacity and capabilities as well shape strategy direction and drive a continuous improvement agenda to improve performance and innovate for members and stakeholders.

The functions of the People and Performance Business Unit include:

- Information Technology, comprising:
 - Service Delivery
 - Training Management System
 - Development
 - IT Security and Risk
- People, Culture & Inclusion, comprising
 - People Support
 - Talent
 - HR Business Partnering
- Strategic Planning / Business Improvement, comprising:
 - Change Management
 - Business Improvement
 - Portfolio Management
 - Strategic Reporting
 - Employee Communications
- Property, comprising:
 - Leasing
 - Property Design and Projects
 - Building Management
- Data and Insights, comprising:
 - Data Governance
 - Insights and analytics

Your Role

The Network & Infrastructure Engineer role is responsible for managing and maintaining our enterprise network infrastructure, data centre systems, virtualisation platforms, firewalls, and IT systems. Your expertise in network management, routing, security, systems administration, and cloud technologies will be crucial to ensure smooth operations.

The role is part of the Information Technology Team and is a pivotal role in ensuring service to RACGP staff and members. The role will build strong relationships with all RACGP departments to support all RACGP systems via a well-managed transition to improved member information and build the core platforms to support better member engagement. The RACGP's vision is to make life easy for members and staff.

The overall RACGP technology transformation program requires robust support, governance, management and coordination of activities across the organisation.

Key Responsibilities

- Network Management:
 - Manage enterprise network infrastructure, including Cisco switches, network load balancer and network routing.
 - Ensure optimal performance and security of branch and data centre networks.
 - Administer storage switches for server-SAN connectivity.
 - Manage enterprise Wi-Fi and RADIUS.
- Data centre Management:
 - Administer physical hardware, SAN, and data centre switches.
 - Manage Service Provider connections and layer-2 connection between branches and the data centre.
- VMWare: Manage ESXi hosts, virtual networks, and datastores.

- Palo Alto Firewall:
 - Manage firewall policies, NAT configurations, and IPSec tunnels.
 - Monitor and troubleshoot edge network issues.
- Systems:
 - Administer AD, DNS, DHCP, SMB Share, DFS, AOVPN, NPS, and RDS farm.
 - Manage public DNS and Azure DNS.
 - Manage group policies.
 - Support IIS web servers, Exchange, and Identity Management Systems.
 - Support SOE management with SCCM and Intune.
 - Manage email archiving and email signature with Exclaimer.
- Microsoft SQL (Database):
 - Assist DBAs with backup, recovery, and troubleshooting.
 - Manage SQL AOG for high availability.
 - Administer database access and security.
- Skype for Business 2015:
 - Manage Skype for Business servers, voice gateway, and call centre application.
- Backup, DR & High Availability:
 - Manage Commvault environment, propose HA solutions.
 - Manage Azure backup.
- End-User Device Support: Assist with SOE deployment using SCCM, Intune, Group Policy, and PowerShell.
- Security Systems:
 - Manage SIEM, MS Defender, Cisco Umbrella, web proxy, and patch management.
 - Manage email security gateway (Mimecast).
- Cloud Products: Administer Azure services, provide support for Office 365.
- Vendor Management: Obtain quotes and manage renewals for infrastructure systems.
- Project Collaboration: Work with stakeholders, vendors, and project managers on IT projects.
- System Monitoring: Onboard systems to PRTG and SolarWinds as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Extensive experience in managing enterprise network infrastructure, including switches, routers, and firewalls.
- Strong working knowledge and understanding of network protocols and routing.
- High level of proficiency in implementing security measures, such as firewall policies and IPSec tunnels.
- Extensive experience in managing physical hardware, storage systems, and data centre switches.
- Practical experience with core system services like Active Directory, DNS, and DHCP.
- Practice experience working within Windows Server environments.
- Expertise in managing VMWare virtualization platforms.
- Strong analytical and problem-solving skills for network and systems issues.

Highly Desirable

- Exposure and understanding of cloud technologies (AWS, Azure) and Office 365.

- Familiarity with SOE and MDM technologies such as SCCM, Intune and Endpoint Manager
- Knowledge of SIEM systems and patch management.
- Excellent teamwork and communication skills.
- Proficiency in scripting languages like PowerShell.
- Familiarity with project management principles

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- RACGP Information Technology team
- Project managers
- Property team
- All RACGP Employees

External:

- End users of RACGP IT systems
- Vendors and suppliers
- Service providers
- Consultants or auditors