

JOB DESCRIPTION

Graduate Engineer, Network Services

ROLE TITLE	Graduate Engineer, Network Services
SECTION/DIVISION:	Network and Telecommunications Services, IT Infrastructure, Digital Division
REPORTS TO:	Senior Manager, Network and Telecommunications Services
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Develop foundational technical skills and practical experience in supporting, implementing and maintaining IT network and telecommunications infrastructure across multiple locations, platforms and technologies within a real-world enterprise environment.</p> <p>Working under supervision within a defined architecture and operational frameworks, the Graduate Engineer assists with day-to-day network operations, contributing to the reliability and continuity of administrative, teaching and research services. The role provides exposure to system monitoring, incident response, troubleshooting, and operational support, while progressively building technical capability and professional confidence.</p> <p>A client-focused approach is essential, with engagement in user support activities to deliver timely, effective service and develop strong communication and stakeholder skills. The role emphasises practical learning and professional growth, combining technical development with high-quality service delivery.</p>
ACCOUNTABILITIES:	<p>Network support, NTAS: Level 2 Contributes to the operational configuration of network components.</p> <p>Assists in the investigation and resolution of network problems.</p> <p>Assists with specified maintenance procedures.</p> <p>Security operations, SCAD: Level 2 Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken.</p> <p>Assists in the investigation and resolution of issues relating to access controls and security systems.</p> <p>Documents incident and event information and produces incident, exception, and management reports.</p> <p>IT infrastructure, ITOP: Level 2 Carries out routine operational procedures, including the execution of specified automation tools/scripts.</p> <p>Amends existing automation tasks under supervision to gain a basic understanding of the scripting language/automation tools.</p> <p>Contributes to maintenance and installation. Monitors and reports on infrastructure performance to enable service delivery. Resolves issues or refers to others for assistance.</p>

Systems installation and removal, HSIN: Level 2

Installs or removes system components using supplied installation instructions and tools.

Conducts standard tests and contributes to investigations of problems and faults.

Confirms the correct working of installations.

Documents results in accordance with agreed procedures.

Incident Management, USUP: Level 2

Follows agreed procedures to identify, register and categorise incidents.

Gathers information to enable incident resolution and allocates incidents as appropriate.

KEY RELATIONSHIPS:

Internal

IT Infrastructure Team
Research and Teaching IT Support
IT Projects Unit
Property Services
Capital Development
University staff

External

Vendors and Service providers
Contractors and Consultants
Outsourcing organisations
External partners such as REANNZ, NeSi, Health New Zealand
Other tertiary institutions

QUALIFICATIONS & EXPERIENCE:

Essential

Tertiary qualification or equivalent body of knowledge appropriate to the role
Foundational knowledge of network concepts.
Demonstrated interest in network infrastructure, telecommunications, or IT infrastructure environments
Ability to learn quickly and apply new technical knowledge in a practical environment
Strong communication and interpersonal skills, with the ability to work collaboratively
Good organisational skills and ability to manage multiple tasks and priorities
Demonstrated commitment to customer service and continuous learning

Preferred

Internship, placement, or practical experience supporting IT infrastructure or networks
Exposure to enterprise network technologies (e.g., switching, routing, wireless, firewalls)
Familiarity with network monitoring or troubleshooting tools
Knowledge of IT service management frameworks (e.g., ITIL)
Experience working in a large or complex organisation
Industry certifications (or working towards), such as CCNA, CompTIA Network+, or similar

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Foundational understanding of network infrastructure and telecommunications concepts
General computer literacy and analytical skills
Ability to follow documented processes and technical standards

	<p>Client-focused approach with an interest in delivering high-quality service Ability to document technical information clearly and accurately Understanding of information security and confidentiality requirements</p> <p><u>Preferred</u> Familiarity with enterprise networking environments Exposure to scripting or automation tools (e.g., PowerShell, Python) Awareness of infrastructure monitoring and alerting tools Understanding of continuous improvement and service optimisation practices</p>
SPECIAL REQUIREMENTS:	<p>May need to coordinate work outside normal business hours depending on operational or projects requirements. Some travel may be required.</p> <p>At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.</p>
DIRECT BUDGET ACCOUNTABILITY:	<p>Nil</p>
MĀORI STRATEGIC FRAMEWORK:	<p>Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.</p>
PACIFIC STRATEGIC FRAMEWORK:	<p>Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.</p>
HEALTH AND SAFETY:	<p>Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.</p>
SUSTAINABILITY:	<p>Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.</p>
EQUITY AND DIVERSITY:	<p>Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.</p>

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Graduate Engineer, Network Services

Role Type: Engineer

SFIA Levels of responsibility

Autonomy	3	Influence	3	Complexity	3	Business Skills	3	Knowledge	3
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Delivery and operation	Technology management	Network support	NTAS							
Delivery and operation	Security services	Security operations	SCAD							
Delivery and operation	Technology management	IT infrastructure	ITOP							
Delivery and operation	Technology management	Systems installation and removal	HSIN							
Delivery and operation	Service Management	Incident management	USUP							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>