

# Position Description

<b>Title</b>	Network Coordinator
<b>Business Unit</b>	Information Communication Technology   Finance & Procurement
<b>Location</b>	Melbourne CBD
<b>Employment type</b>	Full time   ongoing
<b>Reports to</b>	Infrastructure Manager

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

This position will work closely with the Infrastructure Manager to ensure that there is appropriate and relevant technology strategies, planning, implementation, and operations to meet the Wide Area and Local Area (WAN/LAN) needs of Uniting.

The Network Coordinator ensures that there is recognition of the role of innovation, best practice, and quality, in concert with functionality and resilience, to deliver effective digital communications. The role is expected to ensure that the networking solutions implemented by Uniting effectively underpin the Uniting service delivery by facilitating staff productivity and assist clients engage with the required service.

The position provides in-depth technical skills and experience to assist in the configuration, monitoring and management of WANs and LANs and ensures any issues or risks are identified and escalated to the Infrastructure Manager.

## 2. Scope

**Budget:** nil

**People:** nil

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### 3. Relationships

#### Internal

- ICT team/s
- ICT management team
- Uniting employees, volunteers and contractors
- Senior Management Group and Executive Leadership Team

#### External

- Vendors and partners

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### 4. Key responsibility areas

#### Network Services

- Coordinate the development and maintenance of a Wide Area Network (WAN) that integrates all sites within Uniting VicTas sufficient to meet the business, access, and security needs of a digital organization.
- Coordinate the development and maintenance of an effective Local Area Network that integrates all staff within Uniting VicTas into the WAN, sufficient to meet the business, access and security needs of a digital organization.
- Establish an effective maintenance and support strategy for WAN and LAN to ensure that the expected resiliency, productivity, and security requirements are met.
- Establish standards and policies to guide the planning and implementation of local area networks and related cabling, communication hubs/racks/rooms whilst recognizing that a mixture of fibre, copper and wireless strategies may be required.
- Review power requirements and ensure power resiliency when indicated by business requirements.
- Ensure that the security of the network is maintained at the highest of levels.
- Assist in driving the development and implementation of enterprise-wide technology improvement opportunities which significantly reduce unit cost or enhance client service experience.
- Ensure appropriate business continuity strategies are implemented for Uniting.

#### Functional responsibility

- Wide Area Networking carriage.
- Wide Area Networking routing and security.
- Local area networking: cabling, switching and wireless.
- Network planning and design including; capacity, performance.
- Network equipment: housing, environment, establishment, and support.
- Relevant risk mitigation and security strategies.
- Relevant vendor negotiation.

#### People and teams

- Actively participate In a proactive team who provide best practice support to the organisation, its employees, volunteers and contractors.
- Undertake scheduled work outside of normal operating hours.
- Available for on-call critical escalation.
- Ensure our services and processes are industry leading and that our people have the tools, training and resources they need to excel.
- Be available to attend sites other than your primary location for the purposes of support and training.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Person specification

### Qualifications

- Relevant tertiary qualifications in Computer Science, Information Systems or related disciplines or experience.
- (Desirable) Cisco Meraki Certification.

### Experience

- Proven experience in Network design and/or management using leading technologies and maintaining operational excellence within a medium to large service organisation.
- Demonstrated experience in defining, procuring and delivering effective services to support the networking requirements of a large multi-site enterprise.
- Broad understanding of standard network protocols and ideas such as: Ethernet, IP, QoS, Packets, VPLS, MPLS, DMZ, SD-Wan, firewalls etc.
- Proven understanding of network topologies: point to point, hub and spoke, cloud etc.
- Proven experience in establishing effective vendor support through monitoring, maintenance, and reporting.
- Proven experience in risk identification and mitigation, including the maintenance of network services during primary power loss or other link events.
- Proven experience in coordinating multiple network vendors to achieve expected outcomes in a large multi-site enterprise.
- Demonstrated experience in Project coordination and delivery.
- Asset management, including licensing and physical network hardware stock levels.
- Exposure to telephony technologies, including CUCM and Microsoft Teams Telephony.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Significant experience in the development, implementation and support of enterprise wide Network services using best practice strategies.

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- Demonstrated ability to undertake capacity planning and performance monitoring to ensure continuous improvement based on evidence and reported outcomes.
- Demonstrated ability to manage vendors and vendor contracts to ensure that the Uniting required outcomes are achieved.
- Ability to identify, assess and escalate risks according to the Risk Management framework.
- Proven negotiation skills and the ability to provide and influence a change agenda to a range of stakeholders, including suppliers, staff and senior management.

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### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: