



POSITION DESCRIPTION

Position Title:	SOE Engineer
Cluster / Business Unit / Division	IT
Section or Unit:	IT Support
Classification:	Band 6
Position Description Number:	PD-2166
Work Contract Type:	Technical
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

As SOE Engineer, you are primarily responsible for the maintenance, development, and deployment of the standard operating environment (SOE) across the desktop fleet. This role includes the packaging of applications, and prompt action on tickets, while maintaining accurate and timely updates to documentation and knowledgebase articles.

ORGANISATIONAL ENVIRONMENT

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services, and providing specialised advice to government, industry, academia, and other research organisations.

Information Technology is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and providing a range of customer services to support ANSTO's research, business activities and projects. The IT Support unit is responsible for IT service delivery, support, and the execution of large capital projects.

POSITION ENVIRONMENT

The SOE Engineer reports to the IT Support Team Lead acting as a member of the broader IT team supporting ANSTO's SOE user environment.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities:

- Responsible for desktop SOE maintenance, development, configuration, and deployment on ANSTO's fleet of (desktop, laptop and VDI platforms) using SOE tools such as Config Manager, VMware Horizon and relevant Intune components.
- Responsible for the configuration and management of all Active Directory Group Policies that underpin the desktop, laptop and VDI platforms.
- Responsible for the implementation of cyber security enhancements on desktop, laptop and VDI platforms as defined by the Cyber Security team.
- Responsible for the packaging and release of applications for the organisation, working collaboratively with stakeholders, users, and vendors.
- Provide level 3 application and system support by managing the SOE and Application Package services that incorporates solutions and solution to ensure user productivity is maximised and IT service level agreements are achieved and maintained.

- Proactively contributing to IT service delivery and strategies in a way that maximise ANSTO's user productivity by meeting all Service Level Agreements (SLA), adhering to the ITIL service management model and meeting client group's requirements and requests.
- Identify opportunities for continual improvement and provide expert advice to the organisation on new technologies and trends.
- Contribute to knowledgebase articles and Standard Operating Procedures for work within the IT Support team to maintain records of system design, processes, and changes to systems in accordance with IT policies and consistent with ANSTO's quality management system.
- Maintain strong working relationships with internal and external stakeholders to determine operational requirements, problem solving and determination.

Key Challenges:

- Responsible for escalated tickets and prioritising incidents, service requests and tasks to meet SLA's particularly regarding SOE and packaged applications.
- Conducting root cause analysis of complex IT issues requiring a methodological approach and expertise in troubleshooting.
- Ensuring integrity of desktop SOE and packaged applications using current and new technologies to improve SOE delivery and application packaging.
- Ensure knowledgebase articles and technical documentation, including system designs, Standard Operating Procedures, and other documentations are current.
- Deliver high quality of work to tight deadline.
- Adhering to all WHS requirements and IT Values and Behaviours.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction. • Provide expert, authoritative and evidence-based advice. • Recommend and gain endorsement for plans, goals, and other initiatives. • Seek specialist knowledge and guidance of a detailed technical nature.
Work area team members	<ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability.
System Administrators	<ul style="list-style-type: none"> • Collaborate on VDI SOE changes impacting the management of the underlying infrastructure. • Receive mentoring and handover of SOE roles and responsibilities.
Network Engineers, IT Security, Database, Developers	<ul style="list-style-type: none"> • To undertake work coming out of system development and deployment activities in support of various enterprise IT systems.
Operations Service Desk/User community	<ul style="list-style-type: none"> • To undertake work coming out of issues, requests and changes logged with the Operations Service Desk.
External	
Vendors	<ul style="list-style-type: none"> • Liaise and work with to address hardware/software issues

POSITION DIMENSIONS

Staff Data

Reporting Line	IT Support Team Leader
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements	
Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) Working in a loud environment
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions May be required to perform duties in an area where radioactive materials are handled under tightly controlled safety conditions
Hours:	Willingness to work extended and varied hours based on operational requirements. This role will be required to work as member of a team providing coverage from 8am to 5.30pm After hours work may be required for short and infrequent periods May be required to participate on an on-call roster 24x7x365
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Will be required to obtain and maintain appropriate federal government clearance

Workplace Health & Safety	
Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers Officer (definitions found in appendix 1 of AG-2362) Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in Computer Science or Information Technology and/or equivalent combination of work experience/qualifications, including knowledge of ITIL concepts
2. Advanced knowledge and demonstrated experience in the SOE development, deployment and maintenance on desktop, laptop and VDI platforms including competencies with SCCM, Intune, VMware Horizon or similar technology, applying IT Security Policies and profile management.
3. Demonstrated experience and proficient with software packaging, deployment and migrating with current and new technologies.
4. Deep understanding of Group Policy including, loopback processing, ordering concepts and the use of Group Policy preferences.
5. Demonstrated experience in providing Level Three technical systems support solving high-end complex technical issues and identify opportunities for continual improvement with new technologies.
6. Work collaboratively as part of a team, including the ability to work in a cross-functional team, going above and beyond to deliver great customer experience with strong verbal and written communication skills for high level technical documentation.

- 7. Demonstrated ability to deliver high quality project related activities on track to meet tight deadlines.
- 8. Industry certification or experience on various platforms and OSes: Windows, Linux, Apple.
- 9. Experience with Certified Systems would be advantageous, and a Computer Validation Certificate is desirable.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position

Line Manager	Delegated Authority
Name: Tet Tjang	Name: Marianne Morton
Title: IT Support Team Leader	Title: CIO
Signature:	Signature:
Date:	Date: