

Network Support Officer – Position Description

SCHCADS Award

Key role details

Network Support Officer	
Reports to (position)	Network and Technical Project Manager
Department	Finance and Technology
Location	Hurstville (re-location to Liverpool in late 2024), and Hybrid work (may be required to work at other SGCH office locations from time to time)
Remuneration level	SCHCADS Level 6
Essential requirements	<ul style="list-style-type: none"> • Experience, training and/or relevant qualifications (or working towards) in specialised Network technical knowledge and core network technologies including: <ul style="list-style-type: none"> - WAN (Carriage, VPN, Cloud - Azure, SD-WAN, Third-parties) - LAN and Wireless LAN (design, implementation & management of DHCP, VLANs, HSRP, right-sizing) - Security (NGFW & external 3rd-party management, device hardening, switch port security, IDP/MFA) • Extensive experience in the support of identification, information/evidence gathering and analysis of network/infrastructure troubleshooting and testing • High level analytical skills with high attention to detail in problem solving and logical critical thinking • Excellent interpersonal and stakeholder management skills to effectively liaise with vendors, partners and providers (ie MSPs, NBN and Carriers) to ensure delivery and support align with service level agreements and business standards • Strong written and verbal communication skills with the ability to adapt communication to technical and non-technical audiences including information sharing and presentations • Experience working in a team to achieve high quality results within required timeframes and priorities
Desirable skills	<ul style="list-style-type: none"> • Demonstrated experience in Network management systems setup, configuration and administration • Demonstrated hands-on ability for network implementation and installation work • Networking knowledge, skillset and hands-on experience on any of the vendor platforms and products including Cisco , Meraki , Fortinet, Microsoft Azure



- Detailed understanding and enthusiastic approach to learning for opportunities across the wider infrastructure and computing technologies and systems
- Strong critical thinking skills to evaluate network and system requirements, assess emerging technologies, and contribute to strategic network improvements and technology adoption
- Project management and/or coordination experience
- Experience maintaining organisational housekeeping and documentation

Position summary

As SGCH Network Support Officer, you deliver a high-quality support service to SGCH internal and external stakeholders by jointly supporting the enterprise network and technology functions organisational wide. You support the Network and Technical Project Manager in delivering network management, designs, implementation and maintenance of existing technologies, as well as technical projects to deliver improvements in a detailed and accurate manner.

You maintain security awareness and focus to ensure appropriate security controls and practices are in place and are being adhered to. Continuously learning and keeping up with the fast-paced and changing technology industry, trends and landscape across Networks, Firewall/Security, Cloud XaaS and general Telecommunications/Interconnectivity industry.

This role includes some planned and unplanned out-of-hours outage support onsite, as well as project opportunities outside of standard support and business hours.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.



Your Success Profile

Network Support Officer	
<p>Knowledge – ‘What do you know?’</p> <p>Value and importance of social and affordable housing to individuals and the community</p> <p>Technologies, trends and offerings, and envisioning value-add benefits</p> <p>Importance of accurate technical research, information gathering, testing and evidence-based validations</p>	<p>Experience – ‘What have you done?’</p> <p>Planned and prioritised a busy workload</p> <p>Supported the delivery of services to meet and exceed operational benchmarks</p> <p>Worked across the breadth of varying technological network support environments</p>
<p>Behaviours – ‘What can you do?’</p> <p>Focus and desire to understand the why, and ask questions – willing to be curious, discover and learn</p> <p>Support delivery of high-quality services by being flexible, understanding, helpful and organised as part of a team.</p> <p>Communicate well with high level of attention to detail and accuracy</p>	<p>Personal qualities – ‘Who you are’</p> <p>Enjoy working with a business head and a social heart</p> <p>Kind, responsive, caring and supportive</p> <p>Work with integrity to deliver the best outcomes for customers and team members</p>



Your work as an SGCH Network Support Officer

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday • Manage relationships with stakeholders to ensure a shared focus on improving outcomes for tenants and social housing communities
Customer service	<ul style="list-style-type: none"> • Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Respond to customer enquiries and requests with care and urgency • Keep customers, stakeholders and colleagues informed about issues they have raised and seek feedback to ensure their needs are met
Network Support and Operations	<p>Support:</p> <ul style="list-style-type: none"> • Provide level 2/3 network support and escalation requests from ServiceDesk and Technology team • Prioritise and respond to phone calls, voicemail, email and in-person requests for assistance • Investigation and analysis including information-gathering by leading others through troubleshooting diagnostic procedures to accurately determining root-cause, resolution and options • Take ownership of requests for assistance/support and follow through with appropriate updates • Take ownership of all ServiceDesk tickets, including detailed relevant information that is useful for future learning and/or Knowledge Base • Responsible for critical partnership with technology partners in monitoring, alerting, managing, troubleshooting and restoring all relevant network/security platforms, systems and services • Assist Network and Technical Project Manager to perform incident management, PIR and reporting • Availability to provide out-of-hours support as and when required. <p>Operational Management::</p> <ul style="list-style-type: none"> • Support 8x8 IP Telephony system • All SGCH network sites including offices, CCTV sites, and any sites where there is SGCH presence or need – including but not limited to: LAN , WLAN , WAN , Firewall/SD-WAN/Routing/Switching , internet access , and Cloud



	<ul style="list-style-type: none"> • Raising Level 3 support tickets and fault escalations with relevant Technology and support partners, and escalate to communicate and work with Network and Technical Project Manager as required • Security posture across all network infrastructure including management of logs and reports on all network access and activities • Security events and incidents requiring urgent attention together with Cyber Security Manager and Technology team • Maintaining and abiding to change control process and any IT approved processes and procedures • Provisioning of any necessary training documentation and work instructions. • Enquiries from external stakeholders including project teams, vendors, service providers and technology partners as required <p>Technical Projects:</p> <ul style="list-style-type: none"> • Availability as required for project resourcing and opportunity to be called upon as technical lead/SME involving R&D, PoC Testing, Recommendations, Design and Implementation • Assist in project related tasks as necessary including on-site support and implementation, sometimes after-hours as reasonably required
<p>Network team Administration</p>	<ul style="list-style-type: none"> • Assist management of all hardware, software and stock that the Network team is responsible for • Assist in coordinating fair and supportive network team resourcing and priorities • Housekeeping, documentations, and relevant apps and toolsets for the network team • Assist the Network team to perform and report critical health-checks across the enterprise infrastructure - LAN, WLAN, WAN, Firewall/SD-WAN/Routing/Switching, internet access, and Cloud: <ul style="list-style-type: none"> - Disaster Recovery / Redundancy testing, in conjunction with Technology team and Business teams - BCP testing, in conjunction with Technology team and Business teams - penetration and gap-analysis testing to prevent set-and-forget risk of posture-slip
<p>Leadership and teamwork</p>	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Collaborative and effectively approach working with stakeholders, knowledge sharing within Technology team, and the support for other business units as needed. • Participate in information sharing through whiteboard sessions, technical diagrams, illustrations and records, especially with vendors, Technical partners and internal Technology team
<p>Self-management</p>	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively



	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Be resilient and able to work under pressure • Explain technical benefits for business related ideas, designs and concepts through presentations, and operational support interaction and demonstrations.
Business excellence and innovation	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Understand team and organisational objectives and align your activities accordingly • Understand the expected performance requirements and support our teams to achieve these objectives • Identify ways to improve systems, project processes, tools and templates to achieve better outcomes • Identify resource needs and ensuring goals are achieved within budget and timeframes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Deliver responsive, respectful and consistent services 2. Actively manage safety and promote our safety culture 3. Provide efficient network support and resolve issues requested by the Service Desk team directly or via ZenDesk tickets



	<ol style="list-style-type: none">4. Monitor and respond to any network related incidents and/or incidents impacting across the technology infrastructure, and communicate clearly and efficiently to the Network and Technical Project Manager5. Become the Network team focal primary contact for our Technology partners, to engage and manage any service events, requests and escalations6. Apply attention to detail in information gathering and validation of any testing, recommended options, and resolution confirmation7. Engage in the daily work as detailed in the 'Network Support and Operations' section above8. Engage in and take responsibility for the detailed 'Network team Administration' section above9. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers10. Apply the Australian Privacy Principles when managing customer information and data
Our values	<ol style="list-style-type: none">1. Empowerment - we empower our people, partners and our customers2. Trust - we take ownership and accountability to build trust3. Honesty - we are responsible, ethical and professional4. Inclusion - we respect differences and treat people equally5. Creativity - we explore new and better ways of working