

SENIOR STORAGE ENGINEER

BRANCH/UNIT	Systems Group		
TEAM	Technology Management & Support/Infrastructure Engineering		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	263111	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Senior Storage Engineer is responsible for overseeing complex storage system installations, as well as monitoring and maintaining the organisation's crucial System Groups servers and evaluating new server hardware, software and cloud/aaS capabilities.

3. KEY ACCOUNTABILITIES

1. Perform system monitoring and analysis, performance tuning, troubleshoot and escalate issues in order to meet user demands and maintain system performance.
2. Conduct complex problem analysis and identify proactive problem resolutions to maintain system performance to meet user demand.
3. Reduce operational risk and improve availability of the server infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
4. Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages.
5. Evaluate new system hardware and software solutions and monitor the market for emerging technology to identify potential options for TAFE NSW.
6. Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased server availability.
7. Liaise with key stakeholders to identify storage issues in order to devise solutions which meet user needs.
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans

4. KEY CHALLENGES

- Managing the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned.
- Ensuring required controls are adhered to without compromising responsiveness and availability.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Storage & Backup	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Escalate issues, keep informed, advise and receive instructions. • Contribute to the development of sustainable technology solutions
Work team	<ul style="list-style-type: none"> • Inspire, guide, support and motivate team. • Provide direction and manage performance. • Review work proposals of team members. • Provide technical specialty to contribute to achieving the team's business outcomes. • Participate in meetings to obtain the work group perspective and share information.
TAFE managers and staff	<ul style="list-style-type: none"> • Resolve and provide solutions to issues.

- Provide consistent and quality technical and/or hardware services advice for business improvement and compliance with agency rules /standards

6. POSITION DIMENSIONS

Reporting Line: Manager Storage & Backup

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree qualification in related field or equivalent significant experience
2. Ability to address and meet focus capabilities as stated in the Position Description





8. CAPABILITIES

NSW Public Sector Capability Framework


Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Delivery and Operation , Service Operation, IT infrastructure	Level 4- ITOP
	Delivery and Operation, Service Operation, Network support	Level 5 NTAS
	Strategy and architecture, Technical strategy and planning, Emerging technology monitoring	Level 5 EMRG

FOCUS CAPABILITIES

The focus capabilities for the Senior Storage Engineer are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths. Show commitment to achieving challenging goals. Examine and reflect on own performance. Seek and respond positively to constructive feedback and guidance. Demonstrate a high level of personal motivation.
Relationships		<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration.
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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Work Collaboratively	Adept	<ul style="list-style-type: none"> Build co-operation and overcome barriers to information sharing and communication across teams/units. Share lessons learned across teams/units. Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work.
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position. Lead and facilitate productive discussions with staff and stakeholders. Encourage others to talk, share and debate ideas to achieve a consensus. Recognise and explain the need for compromise. Influence others with a fair and considered approach and sound arguments. Show sensitivity and understanding in resolving conflicts and differences. Manage challenging relations with internal and external stakeholders. Pre-empt and minimise conflict.
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes. Make sure team/unit staff understand expected goals and acknowledge success. Identify resource needs and ensure goals are achieved within budget and deadlines. Identify changed priorities and ensure allocation of resources meets new business needs. Ensure financial implications of changed priorities are explicit and budgeted for. Use own expertise and seek others' expertise to achieve work outcomes.
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues. Work through issues, weigh up alternatives and identify the most effective solutions. Take account of the wider business context when considering options to resolve issues. Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements. Implement systems and processes that underpin high quality research and analysis.
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace. Implement appropriate controls to ensure compliance with information and communications security and use policies. Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes. Implement and monitor appropriate records, information and knowledge management systems protocols, and policies.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Delivery and Operation , Level 4 ITOP Service Operation		IT INFRASTRUCTURE (ITOP) Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.
Delivery and Operation , Level 5 NTAS Service Operation		NETWORK SUPPORT (NTAS) Drafts and maintains procedures and documentation for network support. Makes a significant contribution to the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures
Strategy and architecture, Technical strategy and planning	Level 5 EMRG	EMERGING TECHNOLOGY MONITORING (EMRG) Monitors the external environment to gather intelligence on emerging technologies. Assesses and documents the impacts, threats and opportunities to the organisation. Creates reports and technology roadmaps and shares knowledge and insights with others.