

## Position Description – ICT Systems Engineer

<b>POSITION:</b>	ICT Systems Engineer
<b>CLASSIFICATION:</b>	
<b>REPORTS TO:</b>	Manager of ICT – Operations and service
<b>DATE CREATED:</b>	August 2025

### ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

### DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

### POSITION CONTEXT

The ICT Systems Engineer is a senior technical role responsible for delivering expert infrastructure, cloud, and system support across the MCM Group. This position operates with significant autonomy and discretion, reflecting the complexity and specialist nature of tasks.

Working within the Service Desk & Infrastructure team, the ICT Systems Engineer is expected to lead systems projects, resolve escalated issues, and proactively enhance system efficiency, reliability, and security. The role requires significant applied technical expertise, advanced troubleshooting, and the ability to make independent decisions regarding complex ICT environments.

This is a full-time hybrid role, with onsite presence across MCM locations as required. After-hours work may occasionally be necessary to complete critical upgrades, patch deployments, and other time-sensitive system changes.

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## POSITION PURPOSE

To provide expert engineering-level support, design, and improvement of MCM's ICT infrastructure and platforms. The ICT Systems Engineer acts with a high level of autonomy and specialist expertise to ensure reliability, security, and performance of hybrid environments. The role is accountable for delivering advanced technical solutions, contributing to ICT strategy, and ensuring compliance with organisational and regulatory standards.

## POSITION DUTIES AND RESPONSIBILITIES

**Duties of this role may include but are not limited to the following:**

- Provide advanced second- and third-level technical support for escalated issues across the enterprise environment.
- Deliver end-to-end system design, implementation, and optimisation for servers, networks, cloud services and automate repetitive administrative tasks and process.
- Act as the subject matter expert (SME) for assigned platforms or service areas, with full accountability for performance and compliance.
- Lead or coordinate infrastructure improvement projects, including upgrades, rollouts, and migrations.
- Proactively monitor systems, identify risks, and recommend technical solutions aligned with best practices and organisational goals.
- Ensure system configurations meet security and compliance frameworks including Essential Eight and ISO/NIST standards.
- Contribute to planning and design of business continuity, disaster recovery, and data retention strategies.
- Maintain accurate documentation and operational procedures for critical infrastructure.
- Mentor junior team members and provide guidance on technical issue resolution and professional development.
- Work collaboratively with ICT management to drive operational maturity and continuous improvement.
- Design and deploy hybrid infrastructure solutions that integrate Microsoft Azure, Microsoft 365, and on-premises environments.
- Implement system integration solutions to connect applications, platforms, and services using tools.
- Log, categorise, prioritise, and resolve incidents and service requests in alignment with SLAs.
- Provide step-by-step technical assistance to users, ensuring issues are resolved or escalated efficiently.
- Ability to troubleshoot complex integration issues and deliver innovative solutions to enhance workflows.
- Implement automation for system monitoring, alerts, and reporting to improve operational efficiency.
- Continuously review and optimise integrated systems for improved performance and reduced resource costs.

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- Troubleshoot common IT issues, including software installation, hardware configuration, and network connectivity.
- Deliver IT support at all MCM locations, both in-person and remotely.
- Monitor and track open tickets to ensure timely resolution and user satisfaction.
- Develop and update knowledge base articles to provide self-service resources for users.
- Communicate effectively with users, providing updates and technical guidance in a professional manner.

### KEY SELECTION CRITERIA

#### Essential Criteria

- Minimum 5 years' experience in a systems engineering or infrastructure role.
- Advanced expertise in Microsoft Azure, Microsoft 365, Windows Server, and Active Directory.
- Ability to design, implement, and support hybrid infrastructure solutions.
- Strong knowledge of security and compliance frameworks including Essential 8 and NIST/ISO.
- Proven ability to lead or deliver complex ICT projects under general direction.
- High-level problem-solving and analytical skills, with demonstrated autonomy.
- Excellent communication and stakeholder engagement skills

#### Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

#### Desirable:

- Microsoft Certified: Azure Administrator Associate (or higher).
- Cisco CCNA / HPE Aruba certifications.
- IT Degree or Diploma.
- Experience with scripting and automation (e.g., PowerShell, Python).
- Experience in the not-for-profit sector.
- Knowledge of ITIL best practices.

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## POSITION AUTHORITIES

### Number of Reports

Direct Reports				Indirect Reports			
Number:		FTE:	0	Number:		FTE:	1
List Teams / Positions				List Teams / Positions	Systems Administrator Network Engineer		

### Expenditure

Operating:	0	Capital:	0
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### Other Authorities

- Authorising and implementing system configuration changes within approved ICT governance frameworks.
- Approving technical documentation, operational procedures, and knowledge base articles for system administration.
- Recommending procurement decisions for infrastructure hardware, software, and cloud services within delegated budget.
- Approving technical changes logged through the Service Desk or Change Advisory process.

### Supervision or Direction Required

- Works under general direction from the Manager of ICT – Operations and Services.
- Operates with a high level of autonomy in delivering technical solutions and resolving escalated issues.
- Requires minimal supervision, seeking guidance only on matters of organisational strategy, policy, or significant capital expenditure.

### Planning

- Manages own workload, priorities, and technical objectives in alignment with ICT operational and strategic goals.
- Responsible for planning and implementing ICT projects (e.g., upgrades, migrations, integrations) and contributing to business continuity planning.
- Provides specialist input into ICT roadmaps, infrastructure strategies, and system standards.
- Establishes *and monitors project timelines and deliverables to ensure service quality and compliance.*

### Freedom to Act

- Exercises initiative, judgement, and decision-making authority in resolving complex ICT issues and projects.

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- Has delegated authority where policies and procedures are silent, applying best practice and specialist knowledge.
- Provides leadership in design, implementation, and continuous improvement of ICT systems, subject to organisational policies and budget parameters.
- Accountable for ensuring ICT operations comply with Essential 8, NIST, and ISO frameworks

### Assistance to Higher Level

- Provides specialist and authoritative consultation on ICT infrastructure, cloud, and security compliance to senior management.
- Contributes to the review and development of ICT policies, procedures, and frameworks.
- Advises leadership on technical risks, system capability, and strategic opportunities.
- Supports organisational decision-making by offering professional expertise on infrastructure strategy, *digital transformation*, and *compliance requirements*.

### KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• ICT Infrastructure Manager: Receive direction, report progress and escalate unresolved issues.</li> <li>• IT Operations\ Infrastructure\ Service Desk Team: Collaborate to ensure seamless service delivery and resolve infrastructure issues.</li> <li>• MCM All Business Units: Provide tailored IT support to meet specific departmental needs.</li> <li>• MCM\ Hester Hornbrook Academy (HHA) Teachers \ Staff \ Students</li> <li>• End Users: Support staff across all MCM locations to ensure efficient IT operations and enhanced user experiences</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Engage with internal stakeholders to understand operational needs and provide solutions using external suppliers.</li> </ul>  |

### OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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| <b>Together</b> | <p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p> |
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| <b>Courageous</b> | <p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p> |
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<b>Curious</b>	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
<b>Accountable</b>	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

### ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

#### Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

#### Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

#### Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

#### Position Description Maintenance

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Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.