

Job Description

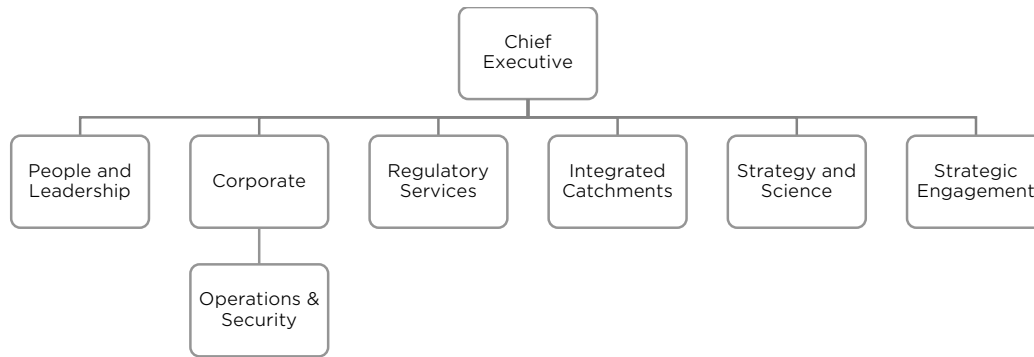


Job title	Network Engineer
Group	Corporate
Section	Operations & Security
Responsible to	Operations & Security Manager (Chief Security Officer)
Responsibility for employees	None
Date	July 2025

Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together – mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga (<i>see attached</i>).
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance (<i>see attached</i>).
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: He taiao ora - a healthy environment, Te mana o te wai - freshwater for life, Kia haumarū, kia pakari te hapori - safe and resilient communities, and Toitū to rohe - a vibrant region. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.

Our team



Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to provide and maintain efficient and effective network and telephony infrastructure to the Bay of Plenty Regional Council and its ICT Partners.

Functional relationships

External	Purpose and frequency of contact	
• Consultants and contractors	• Seeking information, products and services	Monthly
• Commercial suppliers	• Seeking information, products and services	Monthly
• Contractors and consultants	• Service delivery	Daily
• Local Government Agencies (BoPLASS etc)	• Providing information and responding to queries	Weekly
• Other Local Authorities	• Providing advice and recommendations	Weekly
• Relevant forums and communities of practice	• Collaboration	Monthly

Internal	Purpose and frequency of contact	
• ICT staff	• Service delivery	Daily
• Internal service providers	• Collaboration	Daily
• Management	• Providing information and responding to queries	Daily
• Project groups	• Providing advice and recommendations	Daily
	• Project Management	Daily

Key result areas

The job encompasses the following major functions or key result areas:

- Service delivery – Infrastructure
- Project management
- Relationship management
- Corporate contribution

Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
1. Service Delivery - Infrastructure	
<ul style="list-style-type: none">• Provide specialist network and telephony advice and support to BoPRC, BoPLASS, Ōpōtiki District Council and Kawerau District Council and other external bodies with a dependency on the BoPRC infrastructure.• Diagnose and remedy network and telephony service outages or performance problems.• Work with the System Administrator(s) to provide secure remote access to ICT systems.• Maintain the ICT data centre and cabinets.• Responsible for the configuration, maintenance and administration of VoIP servers, telephony devices, switches, routers, firewalls and VPN services.• Responsible for planning, managing and/or delivering network and telephony maintenance and projects.• Preparing and maintaining appropriate network documentation ensuring this is updated regularly.• Provide reporting as required by management.• Provide assistance to ICT team members as required.• Undertake other duties as requested by management.	<ul style="list-style-type: none">• Work is conducted efficiently and effectively, complies with internal policy, and fulfils legislative requirements.• Advice and implementations are based on sound research and analysis, and are provided in a timely and professional manner.• Staff can access core systems remotely in a secure, reliable and performant way.• Wiring follows industry/vendor standards. Cabinets are managed effectively, and UPS'/environmental controls are regularly tested and maintained.• Inter-office and inter-partner network connections operate effectively and efficiently within SLA commitments.• All work conducted is well documented and complies with change management requirements.• Purchases follow the BoPRC purchasing procedures and demonstrate financial prudence.• Infrastructure security is maintained at all times.
2. Project Management	
<ul style="list-style-type: none">• Provide technical leadership on projects relating to network infrastructure.	<ul style="list-style-type: none">• Projects are delivered within agreed timeframes.• Project outputs are in-line with the project scope.

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
	<ul style="list-style-type: none"> Project scopes are identified and agreed ahead of delivery and scope-creep is identified and managed. Projects documentation is stored appropriately. Budgets are monitored and updated as required.
3. Relationship Management	
<ul style="list-style-type: none"> Establish and maintain close working relationships with internal and external contacts, including service partners (ODC/KDC), vendors, suppliers, consultants, and contractors. Act as a representative for Council at appropriate local government conferences and seminars, and other events held within the region. Demonstrate one-on-one client relationship skills including providing advice and working to gain cooperation and acceptance. 	<ul style="list-style-type: none"> Effective, professional relationships are developed and maintained with internal and external contacts. Professional image is conveyed in public forums. Provided cost effective software and hardware licensing through relationships with key providers.
4. Corporate Contribution	
<ul style="list-style-type: none"> Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. Hazards are identified and all incidents and accidents are reported. Participate in any wellness programmes, such as stress management training and health monitoring. Council records are created and maintained in corporate information systems, meeting specified information management standards. Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegations as set out in the Chief Executives Delegations Manual.

Freedom to act

Guidelines and support available to assist the job holder to make decisions e.g., policy documents, standard procedures, reference to team leader or senior Employees. If job holder can make decisions without approval from anyone else, please note that authority.

- Make recommendations to management on infrastructure design/purchasing.
- Represent the Regional Council in negotiations with vendors.
- Maintain the Infrastructure section of the BoPRC Disaster Recovery procedures.
- Support: Technical manuals and documentation, professional networking, vendors and online resources.
- Operating constraints and procedures: ICT policies and procedures.

Work complexity

Most challenging duties typically undertaken:

- Maintain specialist knowledge of telecommunications and networking.
- Keep abreast with best practice and technological changes within the Information Communication Technology fields.
- Project manage multiple small projects, with multiple team members/roles.
- Detect and diagnose complex and unpredictable service interruptions or performance difficulties using adaptive reasoning based on training and experience.
- Design and deliver complex interconnected systems which require precise configuration in order to work at peak performance whilst maintaining the security and stability of the organisation wide network.
- Most fault diagnostics requires a number of week's research and diligent monitoring, observation and hypothesising.

Other aspects

- Note any significant aspects of this job that have not been captured elsewhere in this document.
- Infrastructure service delivery is a core ICT service which makes all other aspects of ICT service delivery possible.
- Network and telephony implementation requires hand-on skills to safely install and cable hardware, as well as programming skills to configure devices to precise requirements.

Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• Bachelor degree in Computing, Information Systems, Computer Science or Business Computing.• A valid driver's licence required*¹	<ul style="list-style-type: none">• Cisco Certification (CCNA, CCPN, etc).

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• Well-developed knowledge of server and desktop operating systems, routing and switching technologies, QoS, VoIP and	<ul style="list-style-type: none">• A proven track record of building relationships with external software and hardware providers.

-
- ¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

<p>traditional telephony systems, Network Management System operation. 3 years minimum experience managing enterprise sized converged networks.</p> <ul style="list-style-type: none">• Minimum of five years relevant experience in the computer industry.	
---	--

Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<ul style="list-style-type: none">• A high level of computing skills.• High level of analytical ability.• Configuration and Management of:<ul style="list-style-type: none">◦ Telecommunications systems including PABXs (IP-based and analogue), Voice Mail, IP Voice Routers, ISDN trunks, POTS circuits.◦ L2/L3 switches, IP routers, firewalls.◦ LANs, WANs and MANs.◦ Wireless Networks and security protocols.
Working knowledge	<ul style="list-style-type: none">• Windows Servers.• Active Directory.• Electrical knowledge.• Project and time management.• Ability to communicate effectively.• High level of awareness of emerging technologies.
Awareness	<ul style="list-style-type: none">• Community, cultural and political awareness.

Personal attributes / key behaviours

- Excellent customer service skills.
- Ability to effectively multi-task.
- Effective coordinating skills.
- A professional and mature approach.
- Well-developed written and verbal communication skills.
- Ability to think logically and laterally.
- Sound judgement and initiative.
- Empathetic to other peoples abilities.
- Ability to work well in a team or independently.
- Conflict resolution skills.
- Excellent listening skills.
- Creative thinking and methodical approach to problem solving.

Other requirements

- Willingness to travel within the Bay of Plenty Region to fulfil job requirements.

- Occasionally required to lift and carry heavy equipment or operate tools to facilitate equipment installation.
- Occasionally required to carry out cabling activities in confined spaces.
- Ability to work under pressure.
- Occasionally required to work outside normal hours.
- Willingness to drive Regional Council vehicles.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

Approved:

Manager

Date

Discussed with job holder:

Employee

Date

Our Vision

Thriving together - mō te taiao, mō ngā tāngata

mō te taiao, mō ngā tāngata translates to "for the environment, for the people"

Our Values

A tatou haerenga - our journey

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

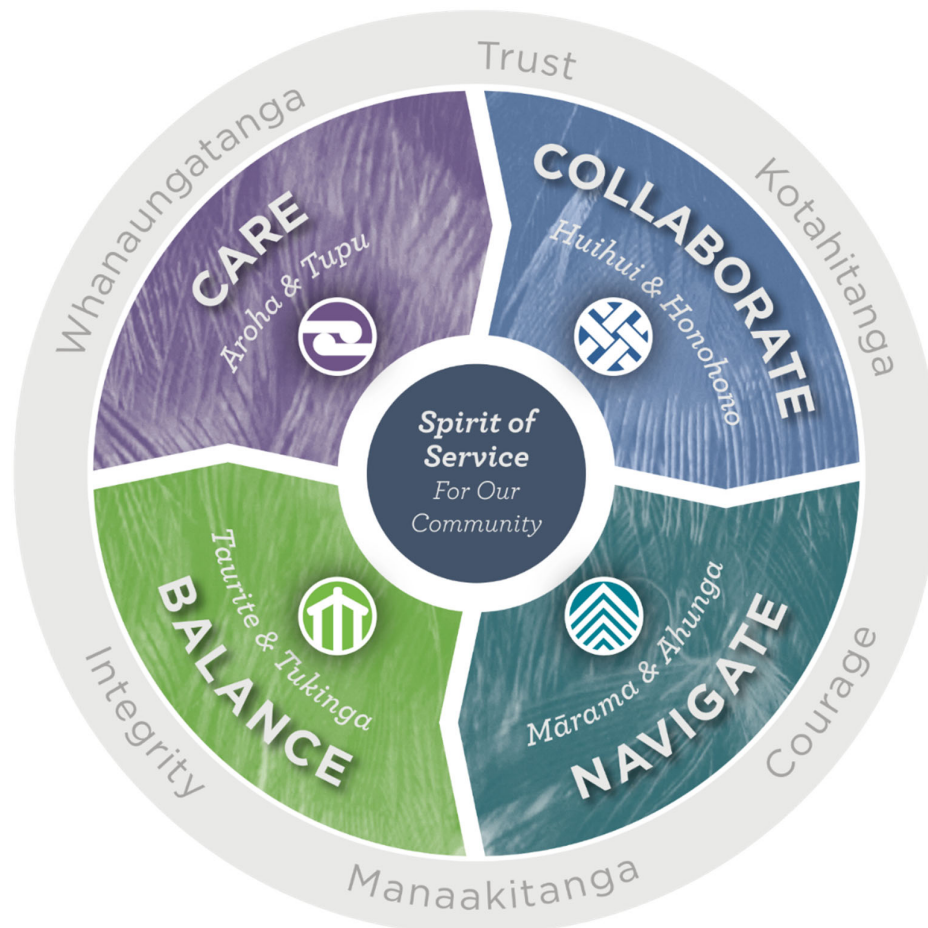
TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANAAKITANGA	KOTAHITANGA	WHANAUNGATANGA
<p>Mana</p> <ul style="list-style-type: none">LeadershipHaving strength and courageBeing a positive influenceBeing proud and courageousProfessionalism <p>Manaakitanga</p> <ul style="list-style-type: none">Trust and respectReciprocity (sharing)Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none">UnityStrong emphasis on collaborationBeing inclusiveNurturing a positive team spiritSense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together - 'strength in unity'.</p>	<ul style="list-style-type: none">Strong focus on relationships.Having fun and being happySocialising, including the importance of friendsSupporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>

Te Pae Rangatira

Our Leadership Model

In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Our model, known as Te Pae Rangatira, means 'The Model of Leadership'.

At Toi Moana, we believe that to achieve great outcomes for our community we must enable our people to thrive together - connected and consistent leadership is a key success factor. Our leadership model has been co-designed with our people to create a shared understanding of what great leadership looks like at Toi Moana.



He aha te rangatira? Who is a leader at Toi Moana?

Everyone at Toi Moana has the opportunity to display leadership qualities.

Whether you're in a people leader role, working with our community, or supporting your colleagues, Te Pae Rangatira defines the capabilities that support us all to raranga (weave) a tira (group of people) together to enable great outcomes.

Ngā Pou Whirinaki The Pillars of Guidance



CARE

Aroha & Tupu

Love & Growth

Ka manaaki tātou i a tātou ki te aroha, ki te manawaroa, kia tupu, kia rea.

We care for ourselves and others with empathy, resilience and growth mind-sets.

Whakaaronui

Empathise

Whakawhanake i a koe ake

Develop self

Kia kaha, haere tonu

Embrace resilience

Kia tupu te whakaaro

Have a growth mind-set

Āwhinatia ngā tāngata kē

Enable others



COLLABORATE

Huihui & Honohono

Come Together & Connect

Ka whakakotahi tātou i a tātou, kia hono ai wō tātou rourou, e ora ai te iwi.

We are curious, connected and inclusive of all.

Mahi tahi

Work as one

Whakakotahi

Be inclusive

Whakawātea

Create safe spaces

Kia tupu te pā harakeke

Grow relationships and networks

Whāia tā te rōpū e whai ana

Facilitate shared goals



NAVIGATE

Mārama & Ahunga

Understanding & Direction

Ka arahi tātou i a tātou, kia mārama ai ki ngā āhuatanga hai arotau mā tātou, e ahu whakamua ai tātou.

We are clear on our purpose, adaptable and navigate the way forward.

Kia Mārama

Create clarity of purpose

Aro whānui

Scan the horizon

Āta whai

Zoom out and in

Kia āhua rerekē

Be adaptable

Kia whai whakaaro ki te ao tōrangapū

Have political perspective



BALANCE

Taurite & Tuinga

Balance & Impact

Ka whakarite tātou i a tātou, kia taurite ai ngā mahi, mo te tuinga nui tonu.

We balance what we do, how we do it and when we do it for maximum impact.

Whāia ngā hua

Focus on outcomes

Āta whakariterite

Plan and organise

Āta whakaraupapa, ka whai rauemi

Prioritise and resource

Āta whakatau

Make decisions

Mo te tuinga nui tonu

Deliver for success