

Position Description

Position Title: Infrastructure Technician

Department: IT Services

Section: Digital Infrastructure & Cybersecurity

Reports to: Head of Digital Infrastructure & Cybersecurity

Employment Type: Full-time, Permanent

Position Number:

Salary Band: Grade 5

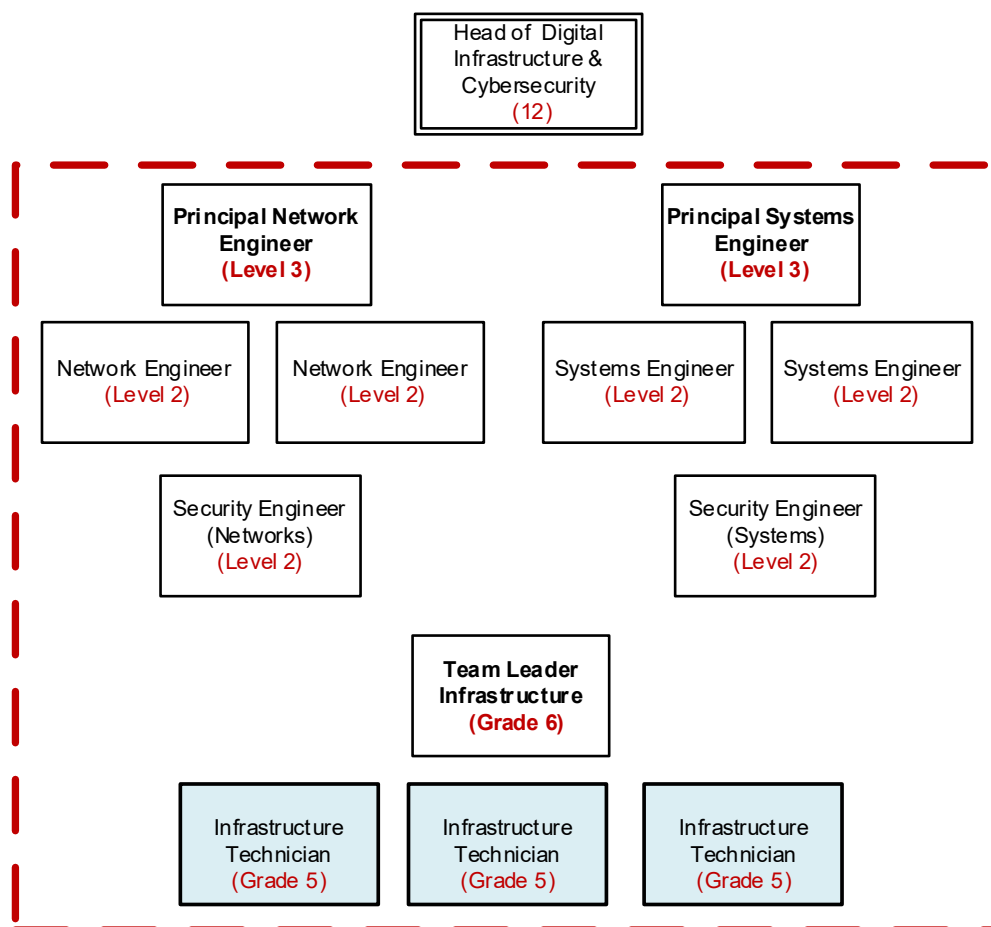
Position Summary

A hands-on technical specialist responsible for the physical deployment, installation, testing, maintenance and support of the university's digital infrastructure across all sites. This also includes supervision of vendors for outsourced cable infrastructure works.

This role delivers reliable field-level execution of structured cabling (fibre and UTP), wireless, satellite, radio and edge connectivity solutions. It operates to standards set by the network team, ensuring the physical layer that underpins network and digital services is installed, certified and documented to a high standard.

The role also focuses on high-quality physical infrastructure delivery, standards compliance and operational support while contributing to Platform Architecture & Management, Cloud Architecture & Management, Engineering excellence, Security Operations and FJ Domain priorities.

Structure



Key Responsibilities

1. Infrastructure Deployment & Field Engineering (50%)

- Perform site surveys, trenching, conduit installation, cable laying (copper, fibre, coaxial), wall/ceiling/rack mounting and overhead support structures across USP campuses and regional sites.
- Install, commission and maintain wireless access points, satellite communication systems, network cabinets, poles and edge connectivity equipment.
- Execute physical layer installations for cloud-edge connectivity, server room fit-outs and hybrid infrastructure projects.
- Conduct testing, termination, splicing and certification using industry tools (Fluke testers, OTDR, spectrum analysers).

2. Platform & Network Support Operations (20%)

- Support deployment and maintenance of physical infrastructure for hyperconverged systems, backup solutions, M365 services and monitoring platforms (iCinga).
- Assist with logistics, shipping, inventory management and on-site implementation of network and platform equipment for multi-campus operations.
- Provide hands-on support for FJ Domain registry connectivity and critical national digital infrastructure at regional sites.

3. Security Operations & Compliance (15%)

- Implement physical security controls including proper earthing, UPS/power protection, access control and biometric installations.
- Follow secure installation standards, zero-trust principles at the physical layer and support vulnerability remediation for field infrastructure.
- Participate in incident response and recovery activities involving physical infrastructure components.

4. Engineering Standards, Documentation & Continuous Improvement (10%)

- Maintain accurate documentation including Visio drawings, cable maps, as-built records and commissioning reports.
- Adhere to international cabling and infrastructure standards (ISO/IEC 11801, TIA-568, etc.) and contribute to infrastructure-as-code readiness through proper labelling and asset management.
- Support training of on-site technicians and contribute to green-IT and sustainability practices in infrastructure deployment.

5. Project & Operational Excellence (5%)

- Support campus/site projects through logistics coordination, travel and on-site execution.
- Ensure all works meet workmanship, safety (OHS) and quality standards with full commissioning and sign-off.

Selection Criteria

Qualifications (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
• Diploma in Engineering, Electrical, Information Communications Technology, or related field. • Understanding of structured cabling standards (ISO/IEC 11801, TIA-568, EN 50173). • Visio/CAD documentation skills and physical fitness for field work across Pacific sites.	• Fibre splicing and testing certification/knowledge. • 3M or equivalent cabling certification. • Cisco CCNA or equivalent. • Satellite & radio transmission training. • Working at Heights / Rigging certification.

POSITION DESCRIPTION**Knowledge / Experience**

<i>Essential</i>	<i>Desirable</i>
- Minimum 3 years relevant experience in ICT infrastructure deployment, cabling, wireless and satellite systems. - Hands-on expertise in fibre/copper termination, testing (Fluke, OTDR) and troubleshooting. - Knowledge of telecommunications, networking and physical infrastructure standards.	- Experience supporting hybrid cloud-edge deployments and national/regional digital infrastructure. - Familiarity with M365 services, monitoring tools and basic cybersecurity practices. - Project logistics and multi-site implementation experience in Pacific environments.

Key Relationships / Internal and External Contacts

Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

External Equipment and service vendors, shipping/logistics providers, travel agents.	Purpose of contact Obtaining quotes, coordinating shipments, technical support.
Internal - Head of Digital Infrastructure & Cybersecurity - Engineering teams - Security Operations - USP stakeholders.	Purpose of contact Site surveys, project delivery, troubleshooting, service restoration and knowledge transfer.

Key Results Area / Key Achievement Areas

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks : 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

Key Result Areas	Performance Measures (Jobholder is successful when)
1. Field Infrastructure Delivery & Standards	High-quality, standards-compliant physical infrastructure works are completed on schedule with excellent workmanship, full testing/certification and signed-off commissioning reports.
2. Platform & Connectivity Support	Reliable physical layer support enables ≥95% availability of core platform, network and FJ Domain services across multi-campus operations.
3. Safety, Security & Compliance	All installations meet OHS, electrical safety, physical security and documentation standards, contributing to reduced incidents and successful audits.
4. Operational Efficiency & Documentation	Accurate as-built records, cable maps and asset updates are maintained; logistics and project support activities are executed efficiently.
5. Team & Regional Support	Effective on-site training and collaboration result in improved regional technical capability and successful project outcomes.