

POSITION DESCRIPTION

SUMMARY

Position title: Senior Systems Engineer
Department: Technology Services
Reports to: Manager, Infrastructure & Equipment
Effective Date: 18 August 2017

MCEC's Vision To be the world's best events destination leading the way in food, technology and service.	
MCEC's Core Purpose To connect people through memorable experiences.	
<i>MCEC's guiding principles underpin all of our actions and are to be demonstrated by all employees. In order to successfully role model these behaviours, this position requires a focus on the following:</i>	
Excellence proud of who we are and excel to be the very best	Develop and maintain strong relationships by listening to internal and external customers and understanding and responding to identified needs. Provides service excellence.
Innovation embracing new ideas and creativity	Identify, generate and apply new and unique ideas or solutions to improve processes, methods, systems or services and the internal and external customer experience.
Integrity a commitment to being honest and ethical	Operates in a manner that is consistent with the organisation's code of conduct and policies. Takes responsibility and ownership for own decisions, actions and results. Can be relied upon to ensure that tasks/projects within areas of responsibility are completed in an ethical and timely manner
Respect act with consideration and appreciation	Makes clear and convincing oral presentations to individuals or groups, listens and responds appropriately to information from others. Expresses facts and ideas in writing in a clear, convincing and organised manner.
Working together as one, we are empowered, supported and recognised	Ability to effectively work as an active and contributing member of a team to complete assignments and achieve goals

DIMENSIONS

Direct reports: 3 + 4 EBA staff

Budget responsibility: No delegated authority.

Influences department budget particularly regarding capital and operational expenditure for equipment maintenance, and new and upgraded equipment.

Other: None

POSITION PURPOSE

The Senior Systems Engineer is responsible for managing the efficient and effective repair, maintenance and lifecycle improvement of all Technology Services equipment and systems infrastructure.

ORGANISATIONAL RELATIONSHIPS

Internal Relationships

Manager, Technology Operations	Consult and seek advice on systems and process improvements, driving efficiency and quality improvements for both customers and technicians
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Specialists	In conjunction with specialists, manage the development and implementation of capital works projects, lifecycle replacement and infrastructure improvements
Technology Services Managers & Coordinators	Work with TSMs and TSCs, as reporters, to manage the diagnostic and reporting process for any equipment related service failures on events
Technicians	Manage and drive improvement in methods for out of service reporting, and efficient return to service times on faulty equipment
Capital Works	Work with the Capital Works Manager to develop and implement capital works projects
Procurement	Work with Procurement to manage the purchase of capital equipment, as well as to ensure all purchasing of equipment and infrastructure complies with all Procurement policies and guidelines.
Training & Development Officer	Work with the Training & Development Officer to develop and maintain training programs for all Technology Services equipment and infrastructure
External Relationships	
Equipment supply & maintenance companies	Build and maintain strong relationships with external providers of equipment and maintenance services

KEY ACCOUNTABILITIES (WHAT)

PEOPLE AND CULTURE

- Manage a team of systems engineers and technicians in maintaining all event related equipment, and providing technical support across all operational hours.
- Ensure that the team's reliance on single points of failure is minimised through succession planning.
- Provide development opportunities for technical staff
- Manage the development and maintenance of all documentation covering the use and servicing of equipment for event delivery, including any SDS documentation required.
- Ensure the Systems Engineering team complies with all relevant OHS requirements, as well as ensuring that all equipment documentation produced by the team provides technical staff with the information required to use and operate the equipment safely.
- Investigate and address any team members' workplace incidents.

CUSTOMERS

- Ensure the functional operation of all event related equipment and infrastructure.
- Manage the development and implementation of capital works projects for the installation of new and upgraded equipment
- Manage a research program to ensure that MCEC continues to maintain its reputation as a world leader in the provision of technology services for events.
- Manage the development and implementation of systems projects for the installation of new and upgraded systems to support technology services for event delivery.
- Responsible for competency standards in the use and diagnosis of integrated systems
- Responsible for providing service standards in the use and diagnosis of integrated systems for the Manager, Specialist Services

CORPORATE AND FINANCIAL HEALTH

- Optimise the use of MCEC equipment to ensure revenue is maximised
- Manage the allocated budget through tracking of the service availability of MCEC equipment and required repairs and maintenance programs.
- Manage budgets related to capital works projects
- Contribute to the financial budgeting and forecasting process, ensuring monthly reforecasting of the maintenance budget is achieved on time and within prescribed margins.

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- Build and maintain strong relationships with external equipment and service providers
- Manage reporting on compliance with budget targets for capital expenditure
- In conjunction with Procurement, manage procurement processes for expenditure using specialist suppliers
- Manage pricing changes for equipment based technology services in conjunction with Planning, CE&O and specialists
- Manage reporting related to equipment out of service times and maintenance schedules
- Ensure all asset acquisition and disposal procedures are followed, where replacement and upgrade programs require them

COMMUNITY

- Ensure all equipment purchased complies with MCEC environmental guidelines.
- Promote diversity in hiring practices
- Work with the Training & Development Officer to promote MCEC as an employer of choice within the AV industry
- Work with the industry bodies to promote best practice operations in the AV industry

OCCUPATIONAL HEALTH & SAFETY

- Employees are required to comply with requirements of any relevant OH&S legislation and procedures developed by MCEC. A positive and proactive approach is also required by team members to assist in creating a safe working environment for all.
- Attend the monthly OHS Committee meeting.
- Other duties as reasonably required

EXPERTISE - QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

QUALIFICATIONS

Essential

- Construction card
- CTS or equivalent qualification
- EWP license

Desirable

- Possession of a relevant tertiary qualification

KNOWLEDGE AND EXPERIENCE

Essential

- Extensive experience in the AV industry, with a focus on the corporate or integration markets
- Experience leading a team of technical specialists
- Advanced Microsoft Office skills
- Excellent written and verbal communication skills

Desirable

- Experience with EBMS
- Experience with capital works projects
- Experience in ITIL based environments