



TaurangaCity

Job description

Title	Systems Engineer
Number	100708, 100710, 100711, 102762, 102764
Group	Chief Operating & Financial Office
Division	Digital Services
Reports to	Digital Cloud and Infrastructure Manager
Direct reports	N/A
Date	15/07/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to engineer, operate, and optimise enterprise infrastructure platforms, contributing to the design, configuration, and lifecycle management of systems across on-premise and cloud environments.

The Systems Engineer is responsible for ensuring the reliability, performance, security, and continuous improvement of infrastructure services, while delivering technical expertise and contributing to organisational outcomes.

Key outcomes

Infrastructure Platforms Are Proactively Operated and Optimised	• Proactively Engineer, configure, and optimise enterprise on-premises and cloud platforms including hypervisor, storage, compute, backup, Intune and M365 platforms • Respond to, troubleshoot, and resolve infrastructure incidents and service requests within defined service levels
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	• Contribute to the development and continuous improvement of operational procedures and platform standards • Produce and maintain high-quality technical and procedural documentation • Ensure infrastructure changes are implemented in accordance with change management practices • Minimise service disruption by adhering to operational processes and proactively identifying risks • Contribute to delivery of digital projects and lifecycle processes
Platform Reliability, Security, and Continuous Improvement	• Maintain secure configurations and contribute to the protection of infrastructure systems through proactive hardening and patching practices • Identify, assess, and remediate system vulnerabilities and operational risks • Contribute to monitoring, alerting, and observability capabilities to improve system health and performance • Contribute to disaster recovery and backup strategies to ensure service resilience
Collaboration and Delivery of Organisational Outcomes	• Contribute to team ways of working, promoting continuous improvement and shared ownership • Collaborate effectively with internal teams to deliver infrastructure and platform outcomes • Provide technical expertise and guidance to stakeholders and delivery teams • Coordinate and manage vendor-delivered services to ensure quality and alignment with organisational expectations • Build and maintain effective working relationships with internal and external stakeholders
Data Centre and Physical Infrastructure	• Operate and oversee physical datacentre environments, ensuring infrastructure is maintained to required standards • Coordinate with providers and vendors to deliver datacentre services and maintenance activities

This job description is not an exhaustive list of requirements. The job holder will be expected to contribute to additional activities aligned with their skills, experience, and organisational priorities.

Person specifications

Essential
• Tertiary qualification in Information Technology or equivalent practical experience • Industry Qualification, Microsoft Certified Systems Engineer (MCSE) (preferred) • Proven experience (2+ years preferred) operating experience in a relative role • Experience administering hybrid environments (on-premise and cloud-based platforms) • Strong knowledge of infrastructure systems including compute, storage, backup, and operating and identity systems • Ability to troubleshoot, resolve, and remediate technical issues across infrastructure platforms • Experience contributing to operational documentation and standardisation • Ability to participate in on-call or extended hours operational coverage on a rotational basis between the hours of 7.00am – 10.00pm, Monday to Sunday inclusive •
Highly Desirable
• Experience with cloud platforms (e.g., Microsoft Azure) • Experience administering identity and access management systems • Knowledge of infrastructure security practices (patching, hardening, vulnerability remediation) • Experience with monitoring, alerting, and performance tuning tools • Scripting or automation experience (e.g., PowerShell) • Familiarity with ITIL or DevOps practices

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections