



POSITION DESCRIPTION

Job Title: Senior Infrastructure Engineer

Department: Information Systems

Location: Head Office – Te Puke

Reports to: IS Operations Manager

PURPOSE OF POSITION

The purpose of the Senior Infrastructure Engineer role is to design, operate, and secure Seeka's digital infrastructure platforms, providing technical leadership to ensure reliability, resilience, and cyber security across the business.

KEY RESPONSIBILITIES: Senior Infrastructure Engineer

DUTIES

- Provide Tier 3 technical leadership for Seeka's digital infrastructure and systems, ensuring environments are secure, stable, and fit for purpose.
- Act as a Tier 3 level of technical escalation for Seeka's digital infrastructure, systems, and cyber security incidents.
- Lead, design, build, operate, and continuously improve Seeka's digital infrastructure platforms, including networks, servers, firewalls, storage, virtualisation, and cloud services to support business and operational requirements.
- Take a leading role in the design, implementation, and operation of cyber security, backup, and disaster recovery solutions.
- Proactively monitor system performance, availability, and security, addressing issues before they impact the business.
- Lead or contribute to infrastructure and systems projects, ensuring solutions are delivered to agreed scope, timeframes, and quality standards.
- Ensure infrastructure changes and releases are planned, communicated, and implemented with minimal business disruption.
- Work closely with the Operations Team Manager to develop and maintain infrastructure roadmaps and technical improvement plans.
- Ensure infrastructure and systems comply with Seeka security standards, policies, and operational requirements.
- Automate and optimise infrastructure and systems operations to improve reliability, efficiency, and repeatability.
- Maintain high-quality technical documentation covering infrastructure designs, configurations, procedures, and recovery processes.
- Mentor and support team members, providing technical guidance and capability uplift.
- Work with vendors and service providers to ensure effective delivery, performance, and support of infrastructure and security services.

Founded on Relationships ↔ Quality Obsession ↔ Inspirational People

Growing Futures ↔ Independently Ingenious

- Support seasonal operational readiness, including site deployments, upgrades, and post-season transitions.
- Travel to Seeka operational sites as required to support infrastructure delivery and incident resolution.
- Participate in after-hours support and escalation as required to support critical infrastructure or security events.

KEY MEASURABLES

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- Digital infrastructure platforms, networks, and systems operate reliably, securely, and meet agreed availability and performance expectations.
- Digital infrastructure and security incidents are resolved effectively, with minimal business disruption.
- Backup, disaster recovery, and resilience solutions are implemented correctly and function as designed when required.
- Infrastructure and systems changes are delivered to agreed scope and timelines with minimal post-implementation issues.
- Cyber security controls are implemented and maintained in line with Seeka standards.
- Monitoring, automation, and proactive maintenance reduce repeat incidents and manual intervention over time.
- Infrastructure designs, configurations, and operational procedures are accurately documented and kept current.
- Tier 2 engineers and team members receive effective technical guidance and support, improving overall team capability.

The above Key Responsibilities are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction.

PERSON SPECIFICATION

Essential Qualifications & Experience	Desirable Qualifications & Experience
<ul style="list-style-type: none"> • Proven experience designing, building, operating, and supporting complex infrastructure platforms, including networks, servers, storage, and virtualised or cloud environments. • Demonstrated experience acting as a senior technical escalation point for complex infrastructure and cyber security incidents. • Strong experience implementing and operating cyber security controls at the infrastructure level, including identity, endpoint protection, network security, and monitoring. • Proven experience designing, implementing, and maintaining backup, disaster recovery, and resilience solutions. 	<ul style="list-style-type: none"> • 8+ years' experience in infrastructure, systems, or IT operations roles, with significant hands-on responsibility in enterprise environments. • Vendor or platform certifications, and proof of ongoing learning • Experience working with Jira and confluence • Experience working in dynamic fast paced operational environments

- Experience working in environments supporting business-critical or operational systems, where uptime and reliability are essential.
- Experience contributing to infrastructure and systems projects, including technical design, implementation, and delivery.
- Strong understanding of networking, server platforms, infrastructure operations, and hybrid/cloud environments.
- Strong understanding of cyber security fundamentals, including access control, endpoint protection, network security, and incident response.
- Familiarity with infrastructure monitoring, alerting, automation, and configuration management practices.
- Understanding of operational risk, change management, and service reliability concepts.

SKILLS KNOWLEDGE & ATTRIBUTES

- Strong verbal and interpersonal skills: Able to communicate clearly and effectively and at the appropriate level with various types of people (i.e. with senior managers, colleagues and the public).
- Problem solving skills: Identifies the root causes and breaks the problem down into the key issues. Grasps new concepts and can see the problem in relation to the bigger picture. Generates multiple explanations and solutions.
- Self-motivated/Self-managed/Self-starter: Has an underlying concern for doing things better. Is self-driven, self-motivated and enthusiastic.
- Analytical and conceptual thinking: Able to analyse and synthesise experience, observations and information to evaluate options and identify patterns and future possibilities.
- Flexible/Adaptive/Resilient: Able to shift strategies and accept other viewpoints. Adapts quickly and effectively to changing situations. Able to overcome disappointments and learn from the setbacks to bounce back. Able to adjust to unexpected change.
- Team player: Able to work effectively with others to achieve an optimal outcome.
- Strong written and/or communication skills: Able to express in a written form the key information in a succinct and professional manner.
- Energy and enthusiasm: Excited, positive and motivated to be involved and get started.
- Creative/innovative/initiative: Able to go beyond what the situation requires and act before being asked. Brings new approaches to problems.
- Customer focus: Able to set priorities and evaluate options on a business and community basis.
- Confidential Nature: Aware of sensitivities of particular information and is able to remain professional and confidential in all situations.
- Organised/time management/prioritisation: Able to take an organised approach to all tasks to prioritise them according to the demands of the business.
- Decision Making: Ability to make sound, informed decisions quickly and to take ownership of these decisions and their outcomes.
- Ability to work well under pressure within timeframes.

- Accuracy and attention to detail. Able to reconcile and sense check results to make sure 100% accuracy has been achieved.

OTHER REQUIREMENTS

- May require occasional travel to visit Seeka operational sites.
- Occasionally required to work outside normal work hours to meet deadlines or to keep up with the variable demands of projects.
- Assist with staff training and support following application upgrades and seasonal demands in the business.
- Required to be part of an on-call and availability roster

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

SIGNED IN AGREEMENT	
By signing this document, I have read, and agree to the requirements of the role as outlined in the position description above.	
_____ Date: Signed in agreement by the employee	_____ Date: Signed on behalf of Seeka Ltd