POSITION DESCRIPTION

Job Title: Systems Engineer

Department: Information Systems

Location: Head Office – Te Puke

Reports to: IS Operations Manager

PURPOSE OF POSITION

The purpose of the Systems Engineer role is to ensure Seeka's end-user and systems environments operate reliably and securely, by providing second-level support across devices, platforms, and supporting infrastructure.

KEY RESPONSIBILITIES: Systems Engineer

DUTIES

- Support the operation of Seeka's digital infrastructure and systems, escalating complex server, network, and platform issues to Senior Infrastructure Engineers or the Technical Lead as required.
- Provide Tier 2 technical support through escalation from Technical Support Services, resolving issues and documenting solutions to reduce repeat incidents.
- Configure, manage, and maintain endpoint and deployment technologies, and associated deployment and configuration platforms.
- Manage endpoint security baselines, configuration policies, applications, and compliance settings in line with Seeka standards.
- Ensure end-user devices and applicable server infrastructure are patched, compliant, and secure, including producing compliance and health reporting.
- Build, configure, deploy, and upgrade end-user devices and system components in accordance with standard operating procedures.
- Create, use, and maintain monitoring and management tools to ensure system health, availability, and early detection of issues.
- Support key production and operational systems to minimise disruption and downtime for business and operations teams.
- Contribute to infrastructure and systems projects, supporting scoping, implementation, testing, and deployment activities.
- Assist with system upgrades, changes, and rollouts, including post-implementation support and stabilisation.
- Work closely with Technical Support Services and Field Technicians to ensure smooth handover between remote support and on-site resolution.
- Maintain accurate technical documentation, procedures, and knowledge base content to support consistent operations.
- Travel to Seeka operational sites across New Zealand and Australia as required to support systems delivery and issue resolution.

- Participate in after-hours or weekend work as required to support operational demands, projects, or incident response.

KEY MEASURABLES

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- Helpdesk tickets and incidents are resolved effectively and escalated appropriately, reducing repeat issues and business disruption.
- End-user devices and systems remain compliant, secure, and patched in line with Seeka standards.
- Endpoint configuration, deployment, and management platforms operate reliably and support consistent user experiences.
- System upgrades, changes, and deployments are completed with minimal post-implementation issues.
- Monitoring and management tools provide early visibility of system health and potential issues.
- Systems documentation and procedures are maintained and used to support consistent operations.
- Collaboration with Technical Support Services and Field Technicians results in smooth handover and resolution of issues.

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
• Strong working knowledge of Windows endpoints and associated management tools. • Working knowledge of identity and access management concepts. • Understanding of endpoint security principles, including configuration hardening and compliance. • Experience with system monitoring, alerting, and basic automation. • Ability to follow and contribute to standard operating procedures and technical documentation. • Proven experience providing Tier 2 technical support, including investigation, resolution, and escalation of complex issues. • Demonstrated experience managing end-user computing environments, including device build, deployment, configuration, and lifecycle management.	• 4–7 years' experience in systems administration or IT operations roles. • Experience with networking and server infrastructure • Experience supporting multi-site or geographically distributed organisations.

• Experience administering endpoint management and security platforms, such as Intune, Microsoft Endpoint Manager, or equivalent tools. • Proven experience maintaining system security and compliance, including patching, configuration baselines, and health reporting. • Experience administering and supporting virtualised environments, including routine VM management, patching, and troubleshooting. • Familiarity with server administration, including user access, services, and performance troubleshooting. • Ability to diagnose and escalate network-related issues impacting systems or end users.	

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:	_____ Date:
Signed in agreement by the employee	**Signed on behalf of Seeka Ltd**