

POSITION DESCRIPTION

SENIOR DIGITAL INFRASTRUCTURE ENGINEER

Reports to:	Head of Infrastructure
Division:	Information Technology Services (ITS)
Tenure:	Permanent
Location:	Hamilton Campus
Date:	August 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Our University's digital vision is 'Digital connects us and moves us forward.' Information Technology Services (ITS) leads digital direction, manages and protects the digital ecosystem, supports digital initiatives and delivers digital services that ensure the University can teach, research and operate successfully in a secure, resilient, connected, sustainable and future-ready digital environment. ITS is part of the Corporate Services Group within the portfolio of the Chief Operating Officer.

2. POSITION PURPOSE

The Senior Digital Infrastructure Engineer is responsible for designing, implementing, maintaining and continually improving the University's core infrastructure platforms, ensuring services remain secure, stable, resilient and aligned with operational and strategic requirements.

The role provides senior technical expertise across server, virtualisation, storage, backup, cloud and identity platforms, supporting both on-premises and hybrid cloud services. The position plays a key role in ensuring infrastructure services meet availability, performance, security and lifecycle management expectations.

As a senior technical practitioner, the role contributes to technical leadership, architecture decisions, automation initiatives, service improvements and project delivery while supporting the ongoing development of infrastructure engineering capability across ITS.

Scope and Organisational Impact

- Enterprise-wide infrastructure services supporting teaching, research and corporate functions.
- Influences infrastructure standards, platform roadmaps, technical design decisions and operational practices.
- Provides technical leadership and mentoring without formal line management accountability.
- Supports critical infrastructure services requiring participation in an on-call roster.

Decision-Making Authority

- Makes operational and technical decisions within established standards and delegated authority.
- Provides specialist technical advice and recommendations for infrastructure design, investment and lifecycle planning.
- Contributes to project, architecture and service delivery decisions across ITS.

3. FUNCTIONAL RELATIONSHIPS

Internal: ITS Managers and staff
Digital Technology and Cloud Infrastructure team
Cyber Security team
Service Desk and End User Services teams
Enterprise Applications teams
Project and delivery teams
University faculties, divisions and business units

External: Technology vendors and service providers
Managed service partners
Infrastructure platform suppliers
Professional and industry networks
External consultants and contractors

4. KEY RESPONSIBILITIES

SERVER OPERATING SYSTEMS AND HARDWARE PLATFORMS

- Engineer, administer and support Windows Server and Linux Server platforms across production, test and disaster recovery environments.
- Design, implement, administer and optimise enterprise infrastructure platforms across compute, virtualisation, server, storage, backup and file services.
- Support enterprise server hardware, including HPE platforms, firmware, lifecycle management and hardware diagnostics.
- Perform system installation, upgrades, patching, hardening, troubleshooting and performance tuning across infrastructure platforms.
- Administer and support enterprise data protection and unstructured file platforms, including Cohesity backup solutions and Qumulo file storage.
- Maintain accurate technical documentation, support procedures and operational knowledge for infrastructure platforms.

VIRTUALISATION, CLOUD AND MICROSOFT PLATFORMS

- Design, implement, administer and optimise virtualised infrastructure platforms, with emphasis on Nutanix environments and associated services.
- Support and maintain core infrastructure services across compute, storage, backup, file services, networking and platform integration layers.
- Contribute to the design, implementation and operation of Microsoft 365, Microsoft Azure and Microsoft Entra ID services that support infrastructure and identity requirements.
- Support hybrid infrastructure patterns that integrate on-premises platforms with cloud-based services and identity controls.
- Contribute to capacity planning, platform standardisation and technical roadmaps for infrastructure services.

SECURITY, RESILIENCE AND LIFECYCLE MANAGEMENT

- Ensure infrastructure platforms are resilient, performant, well monitored and aligned with service availability requirements.
 - Apply security, patching, hardening, backup, recovery and resilience practices across infrastructure services in line with University standards.
 - Support the operation of platform security controls, privileged access, monitoring and resilience capabilities.
 - Contribute to cyber security remediation, risk reduction and operational compliance activities across infrastructure platforms.
 - Perform system upgrades, migrations, hardware refreshes and platform enhancements across infrastructure environments.
- Actively manage platform lifecycle to maintain vendor support, reduce technical debt and optimise cost.

AUTOMATION AND CONTINUOUS IMPROVEMENT

- Develop and maintain automation, scripting, and configuration management practices using tools such as PowerShell, Bash, Python, Ansible, or equivalent technologies
- Automate provisioning, compliance, monitoring, reporting, and operational tasks to improve consistency and reduce manual effort
- Identify technical debt, operational inefficiencies, and improvement opportunities, and lead practical engineering enhancements

- Support modern engineering practices that improve repeatability, reliability, resilience, and platform supportability

INCIDENT, PROBLEM, AND OPERATIONAL SUPPORT

- Respond to service requests and incidents in a timely and professional manner
- Troubleshoot and resolve complex issues across infrastructure, platform and cloud environments
- Perform problem management to identify root causes and implement sustainable fixes
- Ensure ITS and Service Desk are informed of service status, incidents, and major issues

TEAM CONTRIBUTION

- Provide technical leadership, mentoring, and guidance to team members
- Establish and maintain infrastructure standards, patterns, and best practices
- Participate in technical design reviews and peer review processes
- Build strong working relationships across ITS and with key stakeholders
Contribute to solution design, technical consulting, and project scoping

ON CALL

- Provide 24-hour on-call support for the University's infrastructure and associated support systems
- On-call duty will be rostered amongst the members of the team (approximately 8 times per year)
- When rostered on-call to promptly respond to calls and alerts received via the on-call phone, and triage and problem manage critical after-hours incidents through to resolution

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

Success in this role is demonstrated when:

- Infrastructure platforms are stable, secure, resilient, and operated in line with agreed service levels and University standards
- Strong technical leadership is demonstrated through sound engineering decisions, mentoring, collaboration, and clear communication
- Virtualisation platforms, including Nutanix environments, are well managed, optimised, and aligned with operational and strategic requirements
- Windows Server, Linux Server, Microsoft 365, Azure, and related infrastructure services are maintained to a high standard of security, availability, and performance
- Server hardware platforms, including HPE infrastructure, are effectively supported through lifecycle management, monitoring, and planned maintenance
- Incidents, service requests, and complex technical problems are resolved effectively, with root causes identified and sustainable improvements implemented

- Security, patching, hardening, backup, recovery, and resilience practices are consistently applied across supported platforms, including Cohesity backup and Qumulo file storage services
- Automation and engineering improvements are adopted to increase efficiency, consistency, and service quality
- Documentation, operational procedures, and technical records are current, accurate, and useful to the wider team
- Changes, upgrades, and project work are delivered in accordance with ITS governance, change management, and solution standards
- Positive working relationships are maintained with ITS teams, stakeholders, and vendors, supporting effective service delivery and project outcomes
- Safe and healthy work practices are consistently followed in line with University policies and statutory requirements

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Tertiary qualification in Information Technology, Computer Science, Engineering or a related discipline, or equivalent demonstrated experience.

Desirable

- Linux, Microsoft, Azure, Nutanix, infrastructure, storage or cloud certifications.
- Relevant industry certifications in infrastructure, security, automation or service management.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated senior-level experience normally gained through at least seven years of relevant professional practice supporting enterprise infrastructure environments.
- Proven experience administering Linux Server and Windows Server platforms.
- Demonstrated expertise with virtualisation platforms, preferably Nutanix.
- Proven experience supporting enterprise server hardware, preferably HPE technologies.
- Experience supporting cloud platforms including Microsoft Azure and Microsoft 365.
- Strong understanding of identity and access management concepts, including Microsoft Entra ID.
- Proven experience supporting backup, recovery and resilience platforms.
- Demonstrated ability to troubleshoot and resolve complex technical issues across infrastructure, platform and cloud environments.
- Experience implementing security, patching, hardening and operational compliance practices.
- Demonstrated ability to automate operational processes using scripting and automation tools.
- Proven experience contributing to infrastructure projects, upgrades, migrations and lifecycle management activities.
- Strong written and verbal communication skills, including the ability to produce clear technical documentation.
- Demonstrated ability to build productive working relationships with technical and non-technical stakeholders.
- Ability to mentor colleagues and contribute technical leadership across a team environment.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Experience with Nutanix AHV, AOS, Prism Central, or related Nutanix platform capabilities
- Experience with HPE management and support tools such as iLO, OneView, or equivalent hardware administration platforms
- Experience with backup, recovery, business continuity, and resilience solutions, including Cohesity backup platforms
- Experience with scalable enterprise file storage platforms, including Qumulo file storage
- Familiarity with additional cloud platforms, infrastructure as code, or related modern engineering practices

- Experience contributing to technical design, project delivery, architecture discussions, or senior engineering leadership activities
- Experience working in a large or complex organisation, ideally within the tertiary sector

PERSONAL QUALITIES

- Demonstrates professionalism, integrity and accountability.
- Customer-focused and committed to service excellence.
- Strong analytical and problem-solving capability.
- Proactive and resilient when managing complex technical challenges.
- Collaborative and supportive team contributor.
- Able to communicate technical concepts clearly to diverse audiences.
- Adaptable and responsive in a changing technology environment.
- Committed to continuous learning and professional development.
- Demonstrates sound judgement and attention to detail.
- Promotes a positive, inclusive and respectful workplace culture.