



## Position Description

Title	Senior Systems Engineer
Department	Technology – IT & Service Management
Locations:	Auckland
Reports to:	National IT Operations Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	April 2025

### Overview

The Technology Team is responsible for engineering design, software development, systems architecture, asset management, maintenance, technical training, workload planning, IT project management, and logistics support.

The IT & Service Management (IT&SM) team enables Airways' digital strategy through IT operations, workplace technology, business applications, digital engagement, information management, and desktop support.

This role provides opportunities for leadership development, technical upskilling, and strategic involvement in shaping the future of Airways' IT landscape.

### Business Unit Purpose

The Technology Team is responsible for all technology disciplines within the air navigation services environment – engineering design, software design and development, systems architecture and infrastructure, asset management, installation and maintenance, technical training, workload planning, maintenance program development, project management, and logistics support.

The purpose of the IT&SM team is to improve the performance of the organisation and to support and enable the Airways strategy through IT, Digital services and leadership. IT&SM lead the provision of good practice IT, digital services, and systems in the areas of workplace technology, corporate business applications, digital engagement, digital document management, Information management, IT operations and desktop support.

## Purpose of the Position

As a Senior Systems Engineer, you will:

- Ensure the security, resilience, and performance of Airways' corporate IT infrastructure and end-user computing environment.
- Champion the adoption of modern technologies, including cloud services, automation, and infrastructure as code.
- Ensure compliance with security standards (ISO 27001, NIST), ITIL best practices, and regulatory requirements.
- Work cross-functionally with internal stakeholders, technology partners, and external vendors to optimize IT services.

This role requires a strategic mindset, technical depth, and the ability to translate business needs into scalable and secure IT solutions.

## Summary

This is a critical Senior Engineering role in ensuring the security, availability, and performance of Airways' IT infrastructure. The Senior Systems Engineer will drive technical excellence, mentor team members, support the Principal Lead Engineer and contribute to IT strategy, making a direct impact on New Zealand's aviation services.

## General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Areas of Accountability	
Technical Direction	<ul style="list-style-type: none"><li>▶ Be a role model for our shared values.</li><li>▶ Provide technical support in systems architecture, infrastructure design, and IT security.</li><li>▶ Drive innovation in cloud (Azure), virtualization (VMware, Nutanix), and automation (PowerShell, Terraform, Ansible).</li><li>▶ Advocate for cybersecurity best practices, collaborating with the Security team to enhance IT resilience.</li></ul>
Systems Engineering & Infrastructure Management	<ul style="list-style-type: none"><li>▶ Design, implement, and maintain highly available IT infrastructure (on-premises and cloud-based).</li><li>▶ Monitor and optimise server performance and storage solutions,</li><li>▶ Lead major IT projects, including system upgrades, migrations, and disaster recovery planning.</li></ul>

	<ul style="list-style-type: none"> <li>▶ Ensure all work aligns with Airways' IT governance, security policies, and regulatory compliance requirements.</li> </ul>
Systems Engineer Standards.	<ul style="list-style-type: none"> <li>▶ Do not introduce any critical problems into the system.</li> <li>▶ Assume responsibility for all delivered defects.</li> <li>▶ Monitor errors and alerts related to Intune and modern application tooling, taking proactive steps to resolve issues promptly.</li> <li>▶ Consistently and systematically work to minimise the introduction of defects in all work delivered.</li> <li>▶ Fully test and document all work for which the engineer is responsible.</li> <li>▶ Conform in detail to the team standards and configuration control mechanisms, and positively participate in improvement of processes and standards</li> <li>▶ Consistently and systematically work to minimise defects within the total End user Device pool and corporate infrastructure.</li> <li>▶ Maintain a secure operating environment for corporate staff, adhering to established security policies and best practices.</li> <li>▶ Assume responsibility for the quality of work delivered by delegated engineers .</li> <li>▶ Assume responsibility for the correct operation of the system component for which the engineer is responsible.</li> <li>▶ Consistently and systematically work to minimise defects in the system component for which the engineer is responsible.</li> </ul>
Stakeholder Management	<ul style="list-style-type: none"> <li>▶ Act as a technical advisor to business units, translating operational needs into IT solutions.</li> <li>▶ Liaise with other technical teams, and technical managers, in a spirit of cooperation, cheerfulness and professionalism.</li> <li>▶ Liaise with Operations management in the spirit that these are the customers for which the End User devices system exists.</li> <li>▶ Liaise with external vendors, and agencies, in a spirit of cooperation, cheerfulness and professionalism.</li> </ul>
Governance – ALL	<ul style="list-style-type: none"> <li>▶ Ensure compliance with the provisions of relevant Airways, CAA, and ICAO standards.</li> </ul>
Support - ALL	<ul style="list-style-type: none"> <li>▶ Deliver customer-focused third level support services to Airways.</li> <li>▶ Deliver Expert support and day to day administration of Airways End User Compute following best practice and strict change control.</li> <li>▶ Support and help build the Core infrastructure across Airways.</li> <li>▶ Analyse and resolve complex technology problems.</li> <li>▶ To maintain high service levels to the business by meeting or exceeding terms of Service Level Agreements (SLA).</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Provide Operational support, project related consulting and engineering services.</li> <li>▶ Monitor the user environment undertaking administrative activities and proactive measures as required to ensure maximum availability.</li> <li>▶ Support the Principal Systems Engineer in the provision of system support, technical advice, and training to the end user.</li> <li>▶ Supporting desktop, workstation, and server-based applications.</li> <li>▶ Administer user accounts to ensure business needs are met effectively whilst complying with vendor licensing requirements, security, and availability.</li> <li>▶ Contribute to the IT support knowledge base.</li> <li>▶ Planning and managing upgrades and enhancements via the lifecycle and roadmaps of hardware and software.</li> <li>▶ Coordinate with other Technology teams e.g., Network Team, Digital Team, Security Team and SMEs within Airways.</li> <li>▶ Provide on call support on a rostered system to ensure BAU on a 24/7 basis.</li> <li>▶ Provide Subject Matter expertise and guide business stakeholders through change.</li> <li>▶ Work on moderately to complex projects, or phases of highly complex projects.</li> <li>▶ Providing information, advice, and technical support on a wide range of end user device and software issues to end users.</li> </ul>
Security	<ul style="list-style-type: none"> <li>▶ To safeguard the security and integrity of equipment, software, data and property by using robust configuration management, backup and testing practices.</li> <li>▶ Liaise with Corporate Information Security Manager as appropriate.</li> <li>▶ To ensure Data is recoverable or isolated in the event of a breach.</li> <li>▶ Ensuring the security and integrity of application data</li> <li>▶ Adopt the CIS recommended configuration practices where practically possible.</li> </ul>
Projects	<ul style="list-style-type: none"> <li>▶ To provide Hardware, operating system and application upgrades, utilising Airways' project management methodologies, in accordance with agreed project terms of reference.</li> <li>▶ To support the scoping and design requirements for any project that requires use of corporate, operational or Highly Secure systems.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Support in the annual refresh cycle of server hardware and platforms ensuring Infrastructure is fit for purpose and has no SPOF's (single point of failures).</li> </ul>
Documentation & Reporting	<ul style="list-style-type: none"> <li>▶ Ensure that IT processes and procedures are documented, implemented, and maintained such that IT services can recover and continue even after a serious incident occurs.</li> <li>▶ To ensure all IT&amp;SM documentation relating to the operation and configuration is maintained and stored in the IT&amp;SM documentation space.</li> <li>▶ To provide reports on significant occurrences, performance and issues raised by users.</li> <li>▶ To provide customised data extraction, conversion and automated reporting solutions requested by customers.</li> </ul>
Personal Development	<ul style="list-style-type: none"> <li>▶ Monitors own performance and seeks development opportunities to improve performance.</li> <li>▶ Implements agreed development plans within agreed timeframes.</li> <li>▶ Be unfailingly co-operative in providing information, assistance, and support to other team members.</li> <li>▶ Pro-actively study and apply software engineering skills, techniques, methods, tools, and best practices to benefit the system worked on, and to improve the efficiency of the software engineering process, and work of the team.</li> <li>▶ Keep abreast of changes in technology including undertaking both internal and external courses to keep up-skilled in both Microsoft technologies and modern management development. Is willing and able to travel to attend courses.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do.</li> <li>▶ Responsible for operating role in a safe manner and striving for continuous improvement in health &amp; safety throughout the business.</li> <li>▶ Responsible for ensuring Airways security is maintained at all times.</li> <li>▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health &amp; safety training.</li> </ul>
Travel Requirement	<ul style="list-style-type: none"> <li>▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.</li> </ul>
Budget	<ul style="list-style-type: none"> <li>▶ Responsible for managing a budget of \$ NIL.</li> </ul>
Financial Delegation	<ul style="list-style-type: none"> <li>▶ Delegated financial authority for Capital Expenditure of \$ NIL.</li> </ul>

	▶ Delegated financial authority for Operational Expenditure of \$ NIL.
Contractual Delegation	▶ Signing Authority to a limit of \$ NIL.
Legislative Owner	▶ NIL

Key Relationships / Customers	Nature of Relationship
<b>Internal</b>	
National IT Operations Manager	Direct report and work collaboratively with wider IT&SM team
Operational business groups	Work collaboratively as stakeholders
Network and Security Team	Joint IT governance and security initiatives
Internal Customers – all Airways staff	Key stakeholders and customers.
<b>External</b>	
IT&SM Suppliers	Key stakeholders.

Formal Qualifications / Training / Experience	Required	Desirable
Diploma, degree, or vendor certification.	✓	
Years of experience working with Infrastructure in a Senior systems role with demonstratable or equivalent experience.	3 – 5+	5+
Strong expertise in Microsoft environments, Microsoft 365, Azure AD, Intune, VMware, and Nutanix.	✓	
Experience in working with HP DHCI Clusters / Alletra Storage Hardware and eco Systems.. HPE Vsan Clusters.	✓	
Experience in working with HPE NTX clusters.		✓
Experience in working with HAM and SAM applications.		✓
Microsoft Windows operating systems and highly virtualised environments.	✓	
Desktop applications (primarily Microsoft Office suite and cloud variants).	✓	

Server applications (primarily Exchange, IIS, AD, SQL).	✓	
Experienced in working with operational Systems in a 24x7 environment.	✓	
Experience with Nutanix environments.		✓
Experience with containers and managements thereof.		✓
Maintaining system level documentation.	✓	
In depth experience of Microsoft network operating systems.	✓	
Familiarity with UNIX operating systems and derivatives (including Linux).		✓
Familiarity with client server database applications.	✓	
Experience with Microsoft administration scripting techniques (i.e. PowerShell, Graph, API's).	✓	
Familiarity with ITIL standards and processes.	✓	
Experience in real-time, mission critical systems.	✓	
Participate in the evaluation, selection, and implementation of new technologies and solutions related to Server infrastructure.	✓	
Demonstratable experience coaching and mentoring the performance and development of junior or trainee staff members.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Self-motivated, able to work with minimal supervision and to tight deadlines.	✓	
Certifications related to Microsoft, Vmware, Nutanix environments.	✓	
Operation and installation of server hardware.	✓	
Experience in managing and configuring Microsoft 365 suite, including but not limited to Microsoft Intune, Azure Active Directory, Exchange, and Microsoft Endpoint Manager.	✓	
Knowledge of scripting languages (e.g., PowerShell, Bash, Graph) to automate routine tasks and streamline processes.	✓	
Experienced in backup and disaster recovery.		✓

Experienced in Azure Cloud.	✓	
Experienced in Intune management.	✓	
Troubleshooting and debugging of hardware and software.	✓	
Understanding of generic coding and testing methodologies.	✓	
Understanding of server-based applications.	✓	
Configuring, tuning, and optimising.	✓	
3 years or more experience in working in an enterprise environment as a Senior Engineer.	✓	
Knowledge of current (and legacy) applications and tools.	✓	
Knowledge of D365 F&O.		✓
Knowledge of Azure Dev oPs.		✓
<b>Our Values</b> - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
<b>Customer &amp; Partnership Focused</b> - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect rather than seeking to be liked; measures performance against customer-based targets; delivers on promises to customers and personally commits to resolving customer issues; inspires a customer-centric approach across Airways.	✓	
<b>Quality Focused</b> - Thoroughly checks own work against standards, designs, or specifications; tests in detail all functionality before releasing systems; uses knowledge of the whole system to test all potential impacts and to verify final outcome; designs or uses tests which check changes made.	✓	
<b>Collecting and Analysing Information:</b> Seeks data from manuals, logs, tests and inspections or experienced people when researching problems; balances risk and competing factors when considering actions; uses knowledge of component, system and business needs to make decisions; takes information in quickly and uses it accurately.	✓	
<b>Communication</b> - Communicates openly and honestly, explaining reasons in a prompt and timely way that people understand and find relevant to their position; is clear and	✓	

concise, seeking to be understood; anticipates needs of audience and adapts style and communication methods using face to face for difficult issues; listens and seeks to understand other points of view, understands body language; is relentless on what is important, demonstrating enthusiasm and conviction.		
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Our values underpin everything we do



We are  
**safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



We strive for  
**excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do



We are  
**One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration



We celebrate  
**success**

We recognise our people's achievements, big and small, and celebrate our successes