



Position Description

Title	Senior Backup Engineer
IT & Service Management	
Locations:	Christchurch
Reports to:	National IT Operations Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Date:	August 2026

Overview

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, One Airways, Excellence and Success in all that we do.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, check out www.airways.co.nz/about.

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 and Digital services and leadership. IT&SM lead the provision of good practice IT and 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

The purpose of this role is to ensure the ongoing availability, recoverability and stability of Airways' backup and data protection services across the organisation. The role holds shared accountability with the Principal Backup Engineer for the backup environment, providing a

second point of deep platform capability across Airways' infrastructure estates. Key responsibilities include the daily monitoring and verification of backup and replication services, scheduled recovery testing and validation against agreed recovery objectives, proactive issue resolution, and maintaining the overall health of the backup environment. The role also provides backup, recovery and retention design input to infrastructure projects and to new services entering the Airways environment. The successful candidate will be comfortable working collaboratively across the Infrastructure team, providing support and coverage where required, and participating in the on-call roster to ensure service continuity.

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	
Support	▶ Deliver high-quality, customer-focused Level 3 technical support services to Airways, ensuring timely resolution of incidents and service requests. ▶ Provide expert operational support and administration of Airways' backup and data protection platforms, adhering to established standards, best practices, and change management processes. ▶ Support the continued development, enhancement, and operational maturity of Airways' backup and recovery services, working closely with the Principal Backup Engineer and wider Infrastructure team. ▶ Investigate, analyse, and resolve complex technical issues relating to backup, recovery, replication, and supporting infrastructure services. ▶ Maintain and improve service performance, availability, and reliability by meeting or exceeding agreed service level targets and operational objectives. ▶ Deliver operational support, technical consultancy, and engineering services for infrastructure projects and business initiatives. ▶ Operate, maintain, and support Airways' backup infrastructure, associated hardware, software, and supporting platforms to ensure ongoing protection and recoverability of business data. ▶ Monitor the backup environment and supporting infrastructure, undertaking proactive maintenance, optimisation, and remediation activities to maximise service availability and resilience.

	▶ Provide technical advice, guidance, and knowledge sharing to Infrastructure team members and other stakeholders as required. ▶ Support and troubleshoot server, infrastructure, and backup-related applications and services across the Airways environment. ▶ Administer backup platform access and associated user permissions in accordance with security, compliance, and vendor licensing requirements. ▶ Contribute to the development and maintenance of technical documentation, operational procedures, standards, and the IT knowledge base. ▶ Plan, coordinate, and implement hardware and software upgrades, lifecycle activities, and platform improvements in alignment with technology roadmaps. ▶ Collaborate effectively with other Technology teams, including Infrastructure, End User Computing (EUC), Enterprise Applications, Security, Architecture, and external vendors to deliver reliable and integrated services. ▶ Participate in the on-call roster and provide out-of-hours support to maintain the availability and continuity of critical business services. ▶ Provide technical expertise and guidance to support operational change, service improvements, and technology transformation initiatives across the organisation.
Security	▶ Ensure the security, integrity, and recoverability of Airways' backup platforms, systems, and data through the application of robust operational processes, secure configuration practices, backup validation, testing, and continual improvement activities. ▶ Work collaboratively with the Information Security Team to ensure backup and recovery services align with organisational security, risk, and compliance requirements. ▶ Maintain and regularly validate backup, replication, and recovery capabilities to ensure critical business data can be successfully restored in the event of cyber incidents, system failures, corruption, or disaster recovery events. ▶ Support the protection and recoverability of business-critical application data and databases by implementing and maintaining appropriate backup, retention, and recovery solutions.

Project	▶ Deliver backup-related infrastructure projects, upgrades, and platform enhancements, including hardware, operating system, and application lifecycle activities, in accordance with Airways' project governance, change management, and delivery methodologies. ▶ Provide technical input and expertise during project planning, design, and implementation phases to ensure backup, recovery, retention, and resilience requirements are considered from the outset. ▶ Collaborate with project teams, and technology stakeholders to define backup, disaster recovery, and data protection requirements for new and existing services. ▶ Assess and validate infrastructure and application changes to ensure business-critical systems and data are protected, recoverable, and aligned with Airways' operational and security standards. ▶ Support the design and implementation of backup and recovery solutions for projects introducing new applications, platforms, or services into the Airways environment. ▶ Ensure all solutions storing or processing data within the Airways environment are designed with appropriate backup, recovery, retention, and cyber-resilience controls to meet business continuity and recovery objectives.
Documentation & Reporting	▶ Develop, maintain, and continually improve operational procedures, recovery documentation, and support processes to ensure critical IT services can be restored and sustained during and following major incidents or disaster recovery events. ▶ Ensure all operational, configuration, architecture, and support documentation relating to backup services and associated infrastructure is accurately maintained and managed in accordance with Airways' IT Service Management (ITSM) standards and governance requirements. ▶ Produce and maintain operational reporting on service performance, platform health, incidents, risks, capacity, and significant events to support informed decision-making and continual service improvement. ▶ Provide technical analysis and reporting relating to backup, recovery, retention, and data protection services to support operational and business requirements.

	▶ Support the development and delivery of reporting, data extraction, and data transformation solutions related to backup operations, compliance, audit, and recovery assurance activities.
Governance	▶ Maintain a thorough understanding of all policies, procedures, standards, and controlled documents relevant to the role, ensuring activities are performed in accordance with organisational requirements. ▶ Comply with all applicable legislation, regulatory obligations, corporate governance requirements, security policies, and delegated authorities relevant to the position. ▶ Maintain current knowledge of backup, recovery, cyber resilience, infrastructure technologies, and industry best practices to ensure effective operational support and continual service improvement. ▶ Actively pursue professional development through training, industry engagement, vendor briefings, certification programmes, research, and participation in relevant professional networks. ▶ Monitor emerging technologies, industry trends, and regulatory developments, providing recommendations that support the ongoing improvement and modernisation of backup and recovery services. ▶ Develop and maintain effective working relationships with technology vendors, service providers, and support partners to ensure the reliable delivery of services, timely resolution of issues, and successful implementation of platform enhancements. ▶ Collaborate with internal stakeholders and external suppliers to support lifecycle management, service improvement initiatives, and the adoption of new technologies and capabilities.
Self-Development	▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes. ▶ Maintain a strong understanding of current and emerging technologies, industry trends, and solution methodologies to support service improvement, technology planning, and the delivery of business outcomes.

Health, Safety & Risk	▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training. ▶ Responsible for identifying and proactively reporting risks. ▶ Participates in activities undertaken to manage risk across Airways including improving controls effectiveness.
Travel Requirement	▶ Work may be required in other locations within NZ to perform the duties of the role.
Budget	▶ Responsible for managing an <u>opex</u> budget of \$ NIL
Financial Delegation	▶ Delegated financial authority for <u>capex business cases</u> \$ NIL ▶ Delegated financial authority for <u>transactional expenditure</u> of \$ NIL
Contractual Delegation	▶ Signing Authority to a limit of \$ NIL ▶ Please refer to Delegated Authority Policy for further information.
Legislative Owner	▶ NIL.
Safety Sensitive	▶ YES

Key Relationships / Customers	Nature of Relationship
Internal	
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
External	

IT&SM Suppliers	Key stakeholders
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Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary qualification (diploma or degree) or equivalent vendor certification		✓
Minimum of five years' enterprise infrastructure engineering experience, including at least three years with direct responsibility for enterprise backup and recovery	✓	
Backup and Replication at enterprise scale, including administration, troubleshooting and recovery operations; using for example Veeam, or other market leading backup solution.	✓	
Enterprise backup infrastructure, tape library technologies, and storage platforms, including HPE StoreOnce, HPE Alletra, and HPE Apollo solutions.	✓	
Immutable, air gapped and offline backup design, including recovery from ransomware and data corruption events	✓	
Backup and recovery of virtualised workloads on VMware vSphere and Nutanix AHV	✓	
Backup and recovery of physical standalone workloads; for example using Bare Metal Restore procedures	✓	
Microsoft Windows Server operating systems	✓	
Microsoft Active Directory services, including application-consistent backup, authoritative and non-authoritative recovery, and service restoration.	✓	
Microsoft SQL Server platforms, including application-consistent backup, database recovery on standalone and high available environments	✓	
Microsoft Azure and Microsoft 365 data protection, and backup and recovery services	✓	
PowerShell scripting for backup automation, validation and reporting	✓	
Networking fundamentals sufficient to diagnose backup and replication traffic issues (routing, switching, VLANs, firewalls)	✓	
Producing and maintaining system level documentation, runbooks and recovery procedures	✓	

ITIL standards and processes, particularly incident, problem and change management	✓	
Veeam certification (VMCE) or equivalent vendor backup certification		✓
Backup and recovery of UNIX and Linux workloads		✓
HPE Compute (DL ProLiant) hardware		✓
Experience in a regulated, safety critical or 24x7 operational environment		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Self-motivated, able to work with minimal supervision and to agreed deadlines	✓	
Troubleshoots complex enterprise backup, replication and infrastructure issues independently	✓	
Experienced in enterprise backup, replication and disaster recovery across multiple infrastructure estates	✓	
Plans, executes and evidences recovery testing against defined recovery point and recovery time objectives	✓	
Applies cyber resilience principles to data protection, including immutability, retention and recovery assurance	✓	
Assesses backup, recovery and retention requirements for new services and for infrastructure change	✓	
Knowledge of IT infrastructure standards, datacentre operations and enterprise architecture principles	✓	
Produces clear, accurate technical documentation and maintains operational standards, procedures, and runbooks with minimal review requirements	✓	
Communicates technical risk and recovery position clearly to non-technical stakeholders	✓	
Knowledge of current and legacy applications and tools within a long-lived estate		✓
Experience contributing data protection and recovery requirements at project design stage		✓
Our Values - 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.

Key Behaviours – Leading Self			Required
Put Our People First	Lead and Engage Authentically	Coaches and develops others: Helps others in day-to-day tasks and promotes a One Airways approach by sharing knowledge with others Fosters trust, safety, and inclusion: Treats others with respect and values diverse perspectives Celebrates the success and achievements of others: Congratulates peers on their success	✓
Serve all Airspace users	Safety Focused Thinking	Operates with a safety-led mindset: Takes personal accountability for the safety of themselves and those around them, and proposes new ideas to improve safety Applies a customer-centric lens: Understands the needs of relevant customers and stakeholders	✓
Unlock Future Growth	Innovation & Results Driven	Focuses on growth, financial performance, and drives innovation: Focuses on growth and financial impacts and looks for innovative solutions Considers future needs when making decisions: Understands future objectives and needs Strives for excellence in performance: Completes day to day tasks at a high quality	✓
Support Sustainable Aviation	Sustainability Champion	Promotes sustainability and champions sustainable practices: Champions Airways commitment to sustainability Embeds and improves sustainable practices: Adopts sustainable practices and proposes ideas for incorporating sustainability into existing processes	✓

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