

Position Description – Senior IDS Network Services Officer

Updated 15/12/2025

POSITION DETAILS

Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor (Title)	Senior IDS Network Services Specialist
Classification	Higher Education Officer Level 6
Employment Type	Fixed-term, full-time

POSITION SUMMARY

Under general direction, the role is responsible for supporting the technical and operational design, implementation, continuous improvement and support of the University's network services and associated infrastructure.

The role is also responsible for supporting customer needs related to network services.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

The Senior IDS Network Services Officer is accountable for:

Technical Management & Support

1. Providing support and assistance with the technical and operational management and support of network services, ensuring agreed service levels are met and all policies, procedures and service standards are adhered to.

2. Providing support and assistance with the implementation of computing policies and programs, ensuring the availability, reliability and scalability of servers and operating systems to address the needs of the University.

Technical Vision & Roadmap

3. Providing support and assistance with implementing the vision and associated roadmap for network services and infrastructure.
4. Providing support and assistance with developing business cases for new or enhanced technologies and solutions to support the delivery of the roadmap.

Technical Knowledge & Excellence

5. Assisting (as required) with both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.
6. Periodically participating in knowledge building activities and events to be aware of latest/best practices related to the role and to keep skills and knowledge up to date.
7. Providing assistance and support to customers and stakeholders by identifying improvements to support services.

Risk, Governance & Ways of Working

8. Supporting an agile based way of working to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities.
9. Identifying, managing, and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
10. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

11. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Appropriate tertiary qualification in Information Technology or relevant technical area, and / or equivalent relevant experience in an IT environment.
- Well-developed thinking, planning and analytical skills.
- General experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- Well-developed self-improvement and growth mindset/approach to the role and as part of a wider team.
- Well-developed interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.
- Cisco Certified Network Associate (CCNA) certification or demonstrated experience in configuring or managing a CISCO Environment.
- Well-developed experience in at least one of current routing protocols, network troubleshooting techniques, a multi-vendor/multi-protocol environment, modern switching architectures, structured cabling standards and network security environments, including but not limited to firewalls and VPNs.
- Higher education experience advantageous.