

POSITION DESCRIPTION

POSITION TITLE	Infrastructure Engineer
LOCATION	Wellington
DEPARTMENT	Product
REPORTING TO	Solutions Architect
PROFESSIONAL LEVEL	Leader
BAND LEVEL	H
NATURE	<p>A privately owned NZ company, Aspeq delivers over 120,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia, Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Petone, NZ and Canberra, Australia.</p> <p>The role will be required to work Monday to Friday, but you must take a flexible approach to working hours in line with the of Aspeq. This may include occasional national travel and evening and weekend on call duties. There is an out of hours support requirement with this role</p>
KEY RELATIONSHIPS	<p><u>External</u></p> <ul style="list-style-type: none"> ○ Approved infrastructure vendor ○ Security and compliance partners <p><u>Internal</u></p> <ul style="list-style-type: none"> ○ ICT Operations Manager ○ Solutions Architect ○ Support team ○ Product team ○ Wider Aspeq staff
KEY PURPOSE	<ul style="list-style-type: none"> ○ To provide hands-on infrastructure capability to reduce operational risk and address the infrastructure task backlog. ○ To own day-to-day execution of infrastructure improvements, cloud operations, and resilience activities. ○ To reduce single-person dependency through shared ownership, documentation, and knowledge transfer.

ROLE FACTORS	CRITERIA FOR SUCCESS
<p><u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities.</p>	<ul style="list-style-type: none"> o NZQF Level 7 qualification (Bachelor's degree) in Information Technology or equivalent experience.
<p><u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.</p>	<ul style="list-style-type: none"> o 5+ years in infrastructure or systems engineering roles. o Strong experience with Microsoft Azure, networking, and server environments. o Practical experience with security controls, patching, and backup systems.
<p><u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.</p>	<ul style="list-style-type: none"> o Works within established standards while applying judgement to resolve complex infrastructure issues. o Balances planned work with incident response and risk-driven priorities.
<p><u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.</p>	<ul style="list-style-type: none"> o No direct people management responsibility. o Owns delivery of assigned infrastructure tasks and cloud platform components.
<p><u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the degree of analysis and innovation to arrive at a solution.</p>	<ul style="list-style-type: none"> o Investigates and resolves infrastructure issues using documented processes and sound judgement. o Identifies root causes and implements preventative improvements.
<p><u>Freedom to Act</u> The degree of independence exercised within the role.</p>	<ul style="list-style-type: none"> o Operates independently within agreed priorities and standards. o Escalates risk and decision points
<p><u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq.</p>	<ul style="list-style-type: none"> o Responsibility for providing high-level advice that is regularly sought and acted upon by senior management that may impact Aspeq's strategic frameworks or long-term goals.
<p><u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.</p>	<ul style="list-style-type: none"> o Communicates clearly with technical and non-technical stakeholders. o Works collaboratively with Support, Product, and Architecture roles.
<p><u>Authorities</u> The level of formal financial, staffing and contractual authority allowed and exercised within the role.</p>	<ul style="list-style-type: none"> o No direct financial authority. o Recommends expenditure and changes through the ICT Operations Manager.
<p><u>People Management</u> The responsibility for supervision and management of Aspeq's human resources.</p>	<ul style="list-style-type: none"> o No line management responsibilities. o Expected to mentor Support team members and share technical knowledge.

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<p><u>Administration</u> Legislative matters, right to work and additional administrative matters.</p>	<ul style="list-style-type: none"> o Must be eligible to work in New Zealand. o Must agree to a Ministry of Justice background check, New Zealand Transport agency traffic infringement check, and UK Security check and the possibility of a credit check.

ROLE RESPONSIBILITES	REQUIRED ACTIONS/OUTCOMES
<p><u>Infrastructure Operations</u></p>	<ul style="list-style-type: none"> o Perform hands-on infrastructure work across servers, networks, and cloud platforms. o Apply patches, configuration changes, and upgrades in line with change controls. o Monitor infrastructure health and respond to incidents as required
<p><u>Cloud Platform Ownership</u></p>	<ul style="list-style-type: none"> o Act as the primary owner of all operational infrastructure. o Implement and maintain cloud guardrails, backups, monitoring, and access controls. o Support Disaster Recovery testing and improvements in cloud environments
<p><u>Security and Risk Reduction</u></p>	<ul style="list-style-type: none"> o Implement security hardening activities such as Multi Factor Authentication, firewall changes, and vulnerability remediation. o Support audit and compliance requirements including System and Organisation Controls 2 activities
<p><u>Documentation and Knowledge Sharing</u></p>	<ul style="list-style-type: none"> o Create and maintain infrastructure documentation and runbooks. o Ensure knowledge is captured and shared to reduce single-person dependency. o Participate in documentation sprints and continuous improvement activities.
<p><u>Support and Collaboration</u></p>	<ul style="list-style-type: none"> o Work closely with the Support team to improve stability and reduce repeat incidents. o Work closely with the ICT Support Manager to ensure all scheduled functions are carried out as planned. o Collaborate with the Solutions Architect on design impacts and standards alignment
<p><u>Project and Improvement Work</u></p>	<ul style="list-style-type: none"> o Support infrastructure requirements for new products and system changes
<p><u>Live our Values</u></p>	<ul style="list-style-type: none"> o Know and Demonstrate Aspeq's values.
<p><u>Other</u></p>	<ul style="list-style-type: none"> o Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world