

Senior Infrastructure Engineer

Kaupapa | Purpose

The Senior Infrastructure Engineer provides technical leadership and hands-on expertise in the design, delivery, operation and continuous improvement of Toi Ohomai's cloud and on-premises infrastructure. The role is responsible for maintaining and improving the security, reliability, resilience and cost-effectiveness of infrastructure services that support teaching, learning and organisational operations. It leads the resolution of complex technical issues, contributes to infrastructure planning and modernisation, and strengthens team capability through mentoring, documentation and knowledge sharing.

Reports to: Information Systems and Security Manager

Team: Digital

Date: Oct 2026

Ngā mahi | Do

- **Provide technical leadership:** Guide infrastructure design and engineering practices within agreed architecture, technical standards and delegated authority, providing practical advice and reviewing solutions to ensure they meet organisational needs.
- **Design and deliver infrastructure:** Design, implement and integrate cloud and on-premises infrastructure, including networks, servers, storage and virtualisation, to support teaching, learning and organisational operations.
- **Operate reliable services:** Maintain infrastructure availability, performance and capacity through proactive monitoring, maintenance and effective operational management.
- **Embed security:** Apply secure-by-design principles and maintain identity, access, patching and configuration controls to reduce vulnerabilities and protect infrastructure services and data.
- **Maintain resilience and recovery:** Implement, maintain and test backup, replication and disaster recovery arrangements to meet agreed recovery time and recovery point objectives and support business continuity requirements.
- **Lead complex issue resolution:** Act as a senior technical escalation point, working with colleagues and suppliers to restore services, investigate root causes and prevent recurring incidents.
- **Support planning and modernisation:** Contribute to infrastructure roadmaps, technology evaluations and lifecycle planning, and deliver agreed upgrades, replacements and decommissioning activities, balancing organisational needs, technical risk, supportability and cost.

- **Deliver effective change:** Plan, test and implement infrastructure changes and project deliverables, managing technical risks and ensuring solutions transition into reliable, supportable operational services.
- **Drive continuous improvement:** Use automation, standardisation and service insights to simplify administration, improve consistency and make effective use of infrastructure resources.
- **Maintain technical documentation:** Keep designs, configurations, operating procedures and recovery documentation accurate and accessible to support consistent service delivery and assurance.
- **Collaborate and communicate:** Work across the Digital team, business areas and service partners, clearly communicating technical advice, service impacts, risks and dependencies.
- **Strengthen team capability:** Mentor and support colleagues, share knowledge and promote sound engineering practices while maintaining current technical expertise.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

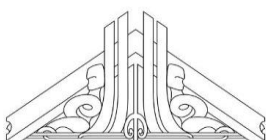
Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Experience and technical skills — essential

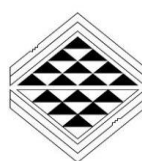
- **Significant infrastructure engineering experience:** At least five years' relevant experience supporting organisation-wide services in a complex environment, including senior-level responsibility for technical design, implementation and operational support.
- **Cloud and hybrid infrastructure expertise:** Strong practical experience designing, administering and troubleshooting Microsoft Azure and on-premises infrastructure, including the identity, security and infrastructure-related services within Microsoft 365.
- **Core infrastructure knowledge:** Strong capability across server operating systems, virtualisation, storage, networking and connectivity, with specialist depth in one or more areas.
- **Identity and security capability:** Practical experience with Active Directory, Microsoft Entra ID, hybrid identity, access controls and infrastructure security, including secure configuration, patching and vulnerability remediation.
- **Resilience and recovery experience:** Experience implementing and testing backup, replication and disaster recovery solutions, with an understanding of business continuity and recovery requirements.



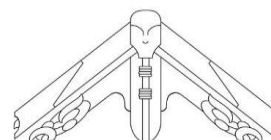
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- **Operational monitoring experience:** Practical experience with infrastructure monitoring, alerting, performance analysis and capacity planning to maintain reliable services and identify improvements.
- **Advanced troubleshooting skills:** A structured approach to diagnosing complex issues, leading technical escalations and identifying root causes across interconnected systems.
- **Automation skills:** Experience using PowerShell or other scripting tools to automate administration and improve consistency, supported by sound documentation and source-control practices.
- **Design and delivery experience:** Demonstrated ability to translate business requirements into practical technical solutions, assess options and risks, and deliver infrastructure changes and projects into operational support.
- **Service management knowledge:** A sound understanding of incident, problem, change, configuration and capacity management, alongside infrastructure lifecycle planning and cost awareness.

Professional skills — essential

- **Technical leadership and mentoring:** The ability to provide technical direction, support colleagues and share knowledge without relying on formal management authority.
- **Clear communication and collaboration:** The ability to explain technical issues, options and business impacts to different audiences and build effective relationships with colleagues, stakeholders and suppliers.
- **Sound judgement and organisation:** The ability to work independently, balance project and operational priorities, and remain calm and methodical during critical incidents.
- **A service and improvement mindset:** A practical, customer-focused approach, professional integrity and a commitment to continuous learning and improving services that support teaching, learning and organisational operations, demonstrated through ongoing professional development and maintaining current technical knowledge.

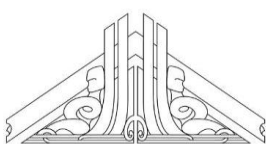
Qualifications

- **Essential:** A relevant tertiary qualification in information technology, computer science or a related discipline, or equivalent demonstrated professional experience.
- **Desirable:** Relevant industry certifications or equivalent applied expertise in cloud, infrastructure, networking, security or IT service management.

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

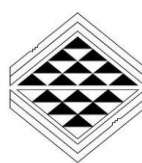
Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.



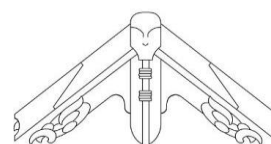
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Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

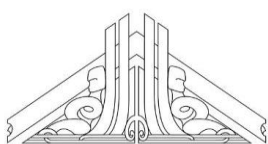
Internal: Digital team, Staff and Students

External: IT Vendors and Service Providers, Other ITPs

Resource delegations and responsibilities:

Financial: N/A

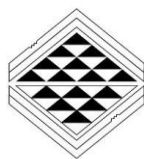
People: N/A



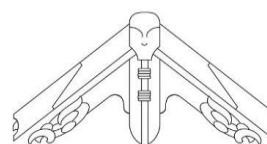
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