

Position details

Title of Position:	IP Network Analyst
Reports to (position title):	Manager Telecommunications
Division:	Assets
Function:	Telecommunications
Number of Direct Reports:	Nil
Grade:	5

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The IP Network Analyst contributes to providing a critical function in the delivery and management of a highly available, secure, predictable, and business aligned data network to ElectraNet. The role has specific focus on, IP-based network services within a framework of continuous improvement. Beyond the delivery of day-to-day IP Network operations, the role works within the Telecommunications team facilitating delivery of various strategic projects.

The IP Network Analyst contributes to the operation of all Telecommunication network services, including firewalls, routers, switches, and Wireless devices within the ElectraNet environment. The position has a high OT availability focus and contributes to 24x7 support for the IP/MPLS telecommunication network that supports the real-time SCADA service and other near real-time systems in use throughout ElectraNet.

Success in this role is characterised by strong communication skills and stakeholder engagement, clear analytical thinking, and an ability to build relationships across broad stakeholder groups and engineering delivery excellence. As ElectraNet operates a large network, a demonstrated ability to develop, implement and manage network automation and change management tools is critical.

Key Responsibilities

Operational & Technical

Capable of working for extended periods under general supervision, you will be accountable for contributing to technical advice and operational support to customers and colleagues across the following areas:

- Perform tasks of network administration across the multiple Networks within ElectraNet. This includes installation, configuration, monitoring, and incident and problem resolution
- Support the Day-to-day management of the telecommunications Network to substations. This includes serially connected devices, managed connections to the Telstra network and interconnections to other networks including AEMO and SAPN.
- Monitor network system performance, modifying parameters to improve throughput and effectively utilise system resources
- Actively monitor to pro-actively detect any compromises of network security. This includes a regular patching and configuration update cycle, and ongoing processes to ensure access permissions remain in place and are appropriate
- Perform daily health checks
- Perform change management integration testing and documentation
- Manage and develop the VOIP service within ElectraNet, including Cisco Unified Call Manager, ARC Console and IP Trade communication systems.
- Contribute to test backup and recovery plans, including business continuity plans utilising the BCP site
- Maintain and update network configuration documentation
- Act as an escalation point for IT Service Centre support personnel, and provide advice on IP-related devices to enable business processes
- Participate in capital projects as required
- Foster technical innovation, acquisition of expertise and supporting a continuous improvement culture
- Apply guidelines, processes and systems to lead the way of best practice
- You may be directed to undertake other duties commensurate with your skills and classification level

Behavioural

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

Significant Working Relationships

- External Customers & Suppliers
- ElectraNet Corporate Development
- ElectraNet Network Services
- Australian Energy Market Operator (AEMO)
- Telecoms Engineering design and Operations teams
- External D&C Contractors

Equipment & Technology Used

- Nokia IP/MPLS
- CISCO IT switches and routers
- Aruba management platforms for Wi-Fi
- Palo Alto firewalls and management platforms
- Python, YAML, Ansible
- Other specialist analysis tools: e.g. NFM-T, IPAM, LibreNMS, CNMS-NG and ConnectMaster

Selection Criteria**Knowledge & Experience****Essential**

- Applying theoretical and practical knowledge to solve commonly encountered problems
- Applying generally accepted concept on Python, YAML, and Ansible
- Knowledge of networking protocols like BGP, STP, OSPF, EIGRP, MPLS and Multi-protocol BGP.
- Knowledge of Infrastructure as Code, version control and unit testing.
- Knowledge of the requirements to operate server infrastructure and applications.
- Ability to use Voice technologies including Cisco Unified Communication products, for example CUCM and UCCX
- Demonstrated experience with the use of the Linux operating system to manage network equipment.
- Demonstrated experience in use of network administration, automation tools and scripting languages for maintenance, backup and recovery of network devices.
- Intermediate to advance knowledge on Linux Operating systems and fundamentals
- Applying generally accepted concepts, principles and standards in well-defined areas
- Undertake ongoing tasks being performed on either a daily/weekly/monthly basis
- Demonstrable, advanced written and verbal communication skills; good interpersonal skills
- Demonstrable ability to work as a team member and actively promote office harmony
- Knowledge and understanding of all aspects of the discipline obtained through experience, networking, research and other means of professional development
- Knowledge of industry best practice in LAN/WAN architecture and network administration of Cisco/Nokia switches, routers, and Palo Alto firewalls
- Experience in a Telecommunications Carrier or ISP environment utilising carrier grade technology.
- Well-developed Network Engineering skills working with Cisco products and VOIP technology.
- Knowledge of managing system change by use of change management
- Demonstrated experience in working with IT support personnel and key business stakeholders to design, implement and support a reliable and efficient IP network infrastructure

- Demonstrated experience in use of network administration tools and scripting for maintenance, backup and recovery of network devices.
- Demonstrated experience in working across multiple organisations and business units to deliver customer driven outcomes
- Well-developed analytical, investigation and problem-solving skills
- Ability to use the Microsoft Office suite of products

Desirable

- Minimum 3 years' experience, in Discipline related role
- Flexible approach to working hours and after-hours commitments
- Electricity Industry background an advantage

Qualifications

- Tertiary qualification in Engineering, Computer Science or relevant discipline (desirable).
- Eligible for membership of Engineers Australia (desirable)
- Industry qualifications to CCNA or CCNP level (desirable)
- Relevant security qualifications such as CISSP (desirable)
- Drivers Licence (essential)

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.