

Position Description

Digital Engineer

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

1. Leadership and Influence

Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.

2. Active Regulatory Stewardship

We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.

3. Professional Regulatory Practice

We act to identify risk and reduce it through intelligence-led intervention.

Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

Collaboration - *Me mahi tahi*

We work together to achieve and succeed

Transparency - *Me mahi pono*

We are open and honest communicators

Integrity - *Me mahi tika*

We do the right thing

Respect - *Me manaaki*

We treat all people with consideration and kindness

Professionalism - *Kia tu rangatira ai*

We act in a way that brings credit to ourselves and our organisation



These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.



Role Purpose

The Digital Engineer manages and monitors all CAA systems and infrastructure, including installing, configuring, testing and maintaining operating systems, application software and system management tools. Ensures systems and infrastructure availability.

Key Dimensions

Group:	Corporate Services	
Team:	Digital Delivery and Support	
Reports to:	Team Leader, Digital Engineering	
Location:	Queenstown	
Salary Band:	Band 17	
Financial:	None	Delegation Level = None
People:	Direct Reports = N/A	Delegation Level = None
Key Relationships:	Internal: - Architects - Engineers - Testers - Business Analyst - Business and System owners	External: Vendors and service providers
Essential requirement/s:	N/A	

Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.
- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.
- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.
- We carry out work and conduct our relationships in a way that supports the CAA's commitment to the Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement

Key Accountabilities

- Provisions/installs, configures and maintains infrastructure services and components.
- Monitors, measures and reports on infrastructure load, performance and security events. Identifies operational issues and contributes to their resolution.
- Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.



- Carries out agreed system software maintenance and network maintenance tasks.
- Automates routine system administration tasks to specifications using standard tools and basic scripting.
- Carries out specified operational configuration of network components.
- Establish and diagnose network problems/faults using the required troubleshooting methodology and tools.
- Specifies technical configurations and components required for segments of the network infrastructure.
- Performs regular backups and restores on a schedule and tracks offsite storage.
- Implements documented configurations for allocation of storage, installation and maintenance of secure storage systems using the agreed operational procedures.
- Uses management and reporting tools to collect and report on storage utilisation, performance, traffic and backup statistics.
- Monitors system software metrics and adjusts configurations for optimum availability and performance.
- Reviews system software updates and identifies those that merit action.
- Configures system software for required functionality and performance.
- Investigates and resolves system software problems, requesting action from supplier if required.
- Takes and responds to calls during rostered after-hours support periods.

Competencies

Get Smart – Knowledge & Context: Level 2 ■■■

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.

Think Smart – Sound Judgement: Level 2 ■■■

Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.

Work Smart – Achieves Results: Level 1 ■■■

Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.

Act Smart – Personal Effectiveness: Level 2 ■■■

Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and CAA Values.

Skills and Experience

- Practical experience in network, systems or cloud engineering.
- Microsoft Certified Solutions Expert (MCSE) (Essential)
- VMware Certified Professional (VCAP/VCP) (Desirable)
- ITIL V4 Certification (Desirable)
- 5 + years' experience in the industry, preferably with experience in a system engineer role previously
- Experience with or knowledge in the following is advantageous:
 - Intel Based Architecture and Microsoft Systems and Applications.



- Applying architecture documentation requirements into detailed design and implementation documents and articulating actions required.
- Planning and managing Local and Wide Area Network (medium to large user base) network connectivity and compatibility; and network problem identification and corrective action.
- Support and maintenance of security technologies and processes in a multi-tenanted environment.
- Windows-based server configuration and maintenance.
- Testing and monitoring equipment to diagnose System related problems and monitor performance across all ICT layers.
- Virtual machine technologies, preferably including experience of VMWare ESX server. o Data storage (SAN and NAS) and back-up technologies and policies. o Software development (e.g. PowerShell automation, JavaScript, Pearl-Script). o Problem identification and resolution. o Design documentation. o Incident Management. o Change Management.
- Azure Cloud Services including AAD, Intune, ExO, M365, Landing Zone, Terraform

