Technology SME – Network & Communications
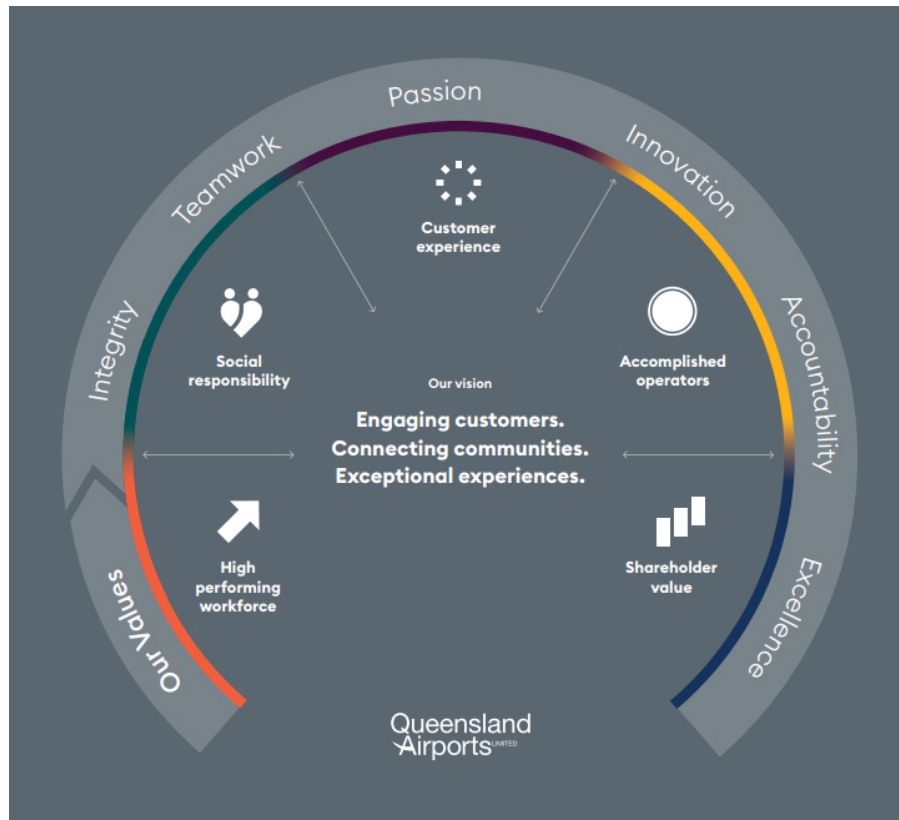

Who is QAL?

Queensland Airports Limited (QAL) owns and operates Gold Coast, Townsville, Longreach and Mount Isa Airports, facilitating 8.6 million passengers per year. We strive to be recognised as a leader in airport operations, fostering growth within our communities. Our vision is to engage customers, connect communities and deliver exceptional experiences.

About the role:

The newly created role of *Technology SME – Network & Communications* reports to the Cyber and Infrastructure Manager and is responsible for the integrity and security of QALs network and communications systems and to provide guidance and direction on technology choices related to this domain. The role is responsible for maintaining, supporting, monitoring and identifying and rectifying network and communication issues, security vulnerabilities and performance issues.

Key Deliverables/responsibilities include but are not limited to:

- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor
- Establishes network specifications by conferring with users; analysing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols
- The creation and maintenance of overall network plans, encompassing the communication of data, voice, text and image, in the support of the organisation's business strategy.
- The processing and coordination of appropriate and timely responses to incident reports
- Defines, documents and carries out small projects or sub-projects, alone or with a small team, actively participating in all phases

Skills, Experience and knowledge to perform the role

- Relevant tertiary qualifications Information Technology or related discipline
- Minimum 2 years' experience at entry level networking experience and/or
- Min 2 years' experience at entry level telecommunications infrastructure experience
- PC, network, security, service management
- Excellent time management and prioritisation skills
- Customer focused and desire to own problem and resolve
- Microsoft excel, word, outlook experience and skills
- Quick learner who can work independently
- Problem solving

What QAL offers:

Recently awarded *Great Place to Work* accreditation, this is an opportunity to be part of a progressive organisation and assist in the transformation and growth of the business. A remuneration and benefits package is available commensurate with the experience of the candidate.

If you are interested in this role and would like to explore in more detail the key responsibilities, please obtain the role description at www.qldairports.com.au. To apply for this position, please forward a copy of your CV and a Covering Letter using the link provided.

The successful candidate will be required to adhere to QAL's Drug and Alcohol Management Plan (DAMP, which includes pre-employment Drug and Alcohol Testing, and have the ability to obtain an Aviation Security Identification Card (ASIC).

QAL supports an inclusive approach and values diversity within the workplace. We aim to provide opportunities that allow individuals to reach their full potential regardless of their background, gender, age, work status, religious or cultural identity.