



Position Description

Position title:	Infrastructure Engineer (12M Contract)	Date:	Aug 2026
Reports to:	Infrastructure Services Manage	Department:	Digital Services
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The Infrastructure Engineer provides operational support and maintenance across Southern Cross Healthcare's infrastructure estate, working closely with the Infrastructure Services team to deliver reliable and effective BAU services.

The role supports server, network, cloud, wireless, Microsoft 365 and collaboration platforms, while investigating and resolving incidents, supporting infrastructure changes and upgrades, and contributing to service improvement initiatives. Working within ITIL processes and using ServiceNow, the Infrastructure Engineer will help maintain service availability, coordinate vendor support and provide responsive technical support across the organisation.

The Infrastructure Engineer is responsible for:

- Providing day-to-day Level 2/3 operational support across server, network, cloud, wireless, Microsoft 365 and collaboration platforms.
- Investigating and resolving infrastructure incidents and service requests, applying strong troubleshooting skills across Microsoft, networking and cloud environments.
- Administering and supporting Windows Server, Hyper-V, storage, Active Directory, Group Policy, Microsoft Entra ID and Azure services.
- Supporting enterprise networking, wireless and firewall environments, including switching, TCP/IP, DNS, DHCP, VLANs and network security.
- Supporting Microsoft 365 services including Exchange Online, SharePoint Online and Microsoft Teams, along with VoIP and telephony services.
- Supporting infrastructure changes, upgrades, maintenance, monitoring and continuous improvement initiatives.
- Maintaining technical documentation and operational procedures and working within ITIL processes using ServiceNow ITSM.
- Coordinating vendor support and participating in on-call or after-hours support as required.

Key Relationships

Internal

- Interactions with a diverse range of users across all SCHL and partner sites.
- Infrastructure Services Manager as Line Manager

External

- Operational relationships with IT vendors and suppliers
- SCHL Joint Venture staff (as customers of Digital Services)

- Technology Operations Team Members
Team Members

Key Accountabilities

- Provide Level 2/3 operational support across server, network, cloud, wireless, Microsoft 365 and collaboration platforms.
- Investigate, troubleshoot and resolve infrastructure incidents and service requests.
- Administer and maintain Windows Server, Hyper-V, Azure, Active Directory, Entra ID and core infrastructure services.
- Support network, wireless, firewall, security and telephony environments, ensuring reliable service availability.
- Support infrastructure changes, upgrades, maintenance, monitoring and continuous improvement initiatives.
- Maintain accurate technical documentation, procedures and operational records.
- Manage incidents, problems, changes and service requests in line with ITIL processes and ServiceNow ITSM.
- Work closely with internal teams, stakeholders and vendors to resolve issues and deliver effective infrastructure services.
- Participate in infrastructure projects and on-call/after-hours support as required.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and Skills required:

Required Experience

- 5+ years experience in an Infrastructure Engineer or Systems Engineer role.
- Demonstrated experience supporting enterprise environments.
- Strong troubleshooting skills across Microsoft, networking and cloud platforms.
- Ability to manage competing priorities and work independently.
- Excellent engagement and communication skills.

Required Technical Skills

Infrastructure & Systems

- Microsoft Hyper-V and Windows Server administration and troubleshooting.
- Experience with storage and core infrastructure services.

Networking & Security

- Strong understanding of enterprise networking, including switching, TCP/IP, DNS, DHCP and VLANs.
- Experience supporting enterprise wireless and firewall environments.
- Understanding of network security principles and firewall rule management.

Microsoft & Cloud

- Microsoft 365 administration, including Exchange Online, SharePoint Online and Microsoft Teams.
- Active Directory, Group Policy and Microsoft Entra ID administration.
- Microsoft Azure administration, including virtual machines, networking and identity services.

IT Service Management

- Experience working within ITIL-aligned environments and using ServiceNow or a similar ITSM platform.
- Experience managing incidents, problems, changes and service requests.

Unified Communications

- Experience supporting VoIP and telephony environments.

Desirable

- Microsoft or networking certifications.
- ITIL Foundation certification.
- Experience working in a large enterprise or multi-site environment.
- Experience working within healthcare.

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution