

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Network Security Operations Engineer
Directorate / Service / Program	Finance & Infrastructure / ICT
Reports to	Network Security Operations Engineer
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	January 2025

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Network Security Operations Engineer is responsible for ensuring the operational security and integrity of the organisation's network infrastructure. Reporting and working under the general direction of the ICT Security and Infrastructure Lead, this role involves monitoring and managing network security systems, implementing and maintaining security measures, and conducting regular vulnerability assessments.

The engineer will collaborate with the ICT Security and Infrastructure Lead to assist with the development and enforce security policies, ensure compliance with industry standards, and manage security-related projects. Additionally, the role requires providing technical support to IT staff, staying updated on emerging threats and technologies, and documenting and reporting security incidents.

Key Accountabilities

Duties of this position may include, but are not limited to the following: •

Monitor and manage network security systems to detect and respond to security incidents in a timely manner and perform security incident investigations and root cause analysis to prevent future occurrences.

- Implement and maintain security measures such as firewalls, intrusion detection/prevention systems (IDS/IPS), and Endpoint Protection Platforms (EPP) to protect network infrastructure, and conduct regular vulnerability assessments and testing to identify and mitigate security risks.
- Assist in developing and maintaining security policies and procedures and ensure compliance with industry standards and regulations through continuous monitoring and reporting.
- Contribute to the implementation of security-related projects from planning to execution, ensuring alignment with organisational goals.
- Provide technical support and guidance to other IT staff on security-related issues and assist in the development and delivery of security awareness training for employees.
- Maintain up-to-date knowledge of emerging threats and security technologies to enhance Meli's security posture.
- Contribute and assist with the development and delivery of security awareness training for employees.
- Maintain and support network infrastructure such as switches, wireless access points (WAPs), and routers to ensure optimal performance and reliability.
- Support the transfer knowledge to ICT Service Desk staff, including creating, maintaining, and enhancing documentation across relevant systems.
- Maintain business-as-usual (BAU) operations to ensure continuous and smooth IT service delivery.
- Represent Meli in interactions with internal and external stakeholders to foster strong relationships and effective communication.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Diploma and/or significant equivalent demonstrated experience in a complex organisation.
- Experience with managing security tools such as next-gen AV, SASE, and advanced email security, as well as advanced networking solutions including next-gen Firewalls, and IPsec.
- Experience in managing technical support and troubleshooting.
- Knowledge of industry standards and regulation such as Essential 8, Victorian Protective Data Security Standards, and ITIL V4 practices and processes.
- Demonstrated ability to develop relationships, trust and rapport with range of stakeholders at all levels.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Police Check
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Third party partners and vendors

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs (<i>Reasonable adjustments can be made</i>)	Sometimes
Driving, in & out of vehicles	Sometimes
<i>(If driving is required, must hold current Victorian Driver Licence)</i>	

Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Rarely
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
Attending external locations including client homes	N/A

INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.