



DNS Specialist

TITLE: Technology Services Team
REPORTING TO: Infrastructure Manager
DIRECT REPORTS: None
LOCATIONS: Wellington
DATE CREATED: 10 July 2019

InternetNZ overview

InternetNZ is the home and guardian of .nz, providing the infrastructure, security and support to keep it humming. We help New Zealanders harness the power of the Internet through our community grants, research and policy. We are champions for an Internet that is accessible, open, and secure for all New Zealanders.

Purpose

As a member of the Infrastructure team, the DNS Specialist is responsible for maintaining and evolving the operational infrastructure for the .nz ccTLD. The role works closely with our research and policy team as well as software developers to advance our DNS platform and implement the bedrock of the New Zealand Internet space.

Relationships

Internal:

InternetNZ Council, Group Chief Executive, Organisational Services Team, Technology Services Team, Commercial Team, Policy Team, Research Team, and the rest of the InternetNZ team.

External:

Third party suppliers, InternetNZ members, registrars, the international DNS community.

Accountabilities

The position will be responsible for performing services as follows:

Leadership and Strategic

- Provide a technical leadership role across operational or cross-functional workgroups and collaborate in the activities of others.
- Develop, implement and maintain technical strategies, policies, procedures for DNS systems and network administration, usage and disaster recovery.

DNS Engineering and Provisioning

- Act as an in-house expert for the DNS Engineering area by conducting research on network products, operations, design, services, and standards.
- Troubleshooting and maintenance of DNS hardware/software.
- Develop and maintain installation and configuration procedures. Contribute to and maintain system standards.
- As a subject matter expert, travel to and participate in international technical community meetings and related outreach and knowledge-transfer activities.
- Other duties as assigned or requested by the Infrastructure Manager.

Operations

- Create and maintain documentation as it relates to service configuration, operational and troubleshooting procedures.
- Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, software/hardware upgrades, and resource optimization as required.
- We provide 24/7 on-call support and so a willingness to be on-call and to provide support to the on-call team for escalated issues is essential for this position with the (time split between six people.)

Building relationships

- Build and maintain relationships with all InternetNZ staff and external stakeholders. Ensure these relationships reflect well on InternetNZ and support the delivery of projects well into the future.

Champion and live the team charter

We build trust, in order to grow as one InternetNZ group:

- We will respect each other.
- We are here to do the best we can.
- We will be better than we were yesterday.

Health and safety

- Take care to ensure the health and safety and wellbeing of not only yourself but also of others during the course of InternetNZ business.
- Follow InternetNZ health and safety guidelines including recording and reporting all hazards and potential risks and following reasonable instructions given by the business.

Qualifications, skills and experience

This position requires strong systems engineering and network administration skills, detailed knowledge of and experience with core Internet and Domain Name System protocols and operations, and technical knowledge of and experience with best current practices for network and systems design and operations.

- Proven experience in providing large scale name server infrastructure at a TLD level.
- Excellent skills with and knowledge of: DNS, and routing protocols including BGP.
- Specialized knowledge of DNSSEC and Hardware Security Modules.
- Experience in sharing specialist knowledge throughout your team.
- Minimum of 8 years of related industry experience.

Competencies

Problem solving and analysis

- Solves day to day operational problems by reference to established procedures.

- Uses initiative and innovative thinking.
- Recognises when problems/issues lie beyond their ability or authority.

Communication

- Communicates information politely, clearly and accurately. Actively listens, understands and responds to questions and opposing views in a way that acknowledges the other person's position. Presents their own views assertively and considerately. Understands how to communicate publicly. Presents competently, and convincingly.

Teamwork

- Encourages and supports others. Contributes to team activities. Shares workload. Supports team decisions. Shares ideas/information and experience with team members.

Self-Management

- Accepts responsibility for actions and results. Effectively manages their time and priorities to meet deadlines. Shows initiative and acts without waiting for direction. Responds calmly to disruptions and changes. Adjusts own behaviour or approach to result in the best outcome.

Continuous Learning

- Maintains the highest level of knowledge and experience in systems and network engineering related to DNS and authoritative name server operations

Ethical Responsibility

- Make decisions consistent with the safety, privacy and well-being of InternetNZ and their staff, communicating promptly factors that may pose unexamined risks or dangers. Maintain high ethical standards in the performance of duties.