

# 11 Senior Infrastructure Engineer

## Reference Id

LH-07813

## Description

Infrastructure Engineers implement, manage and retire the infrastructure (including physical, virtual, networking and cloud infrastructure) that supports digital services.

The SAP Technical Engineering Expert will provide specialist technical expertise to support the operation, maintenance and modernisation of the agency's SAP platform landscape.

The SAP Technical Engineering Expert is responsible for the administration, configuration, optimisation and support of SAP environments, ensuring the ongoing stability, performance, security and availability of critical business systems.

The SAP Technical Engineering Expert will perform activities across the agency's SAP landscape, including system administration, monitoring, performance tuning, transport management, patching, upgrades, system refreshes, troubleshooting, disaster recovery planning and operational support.

The SAP Technical Engineering Expert will work closely with architects, platform engineers, project teams, security specialists and APS staff to ensure SAP services continue to meet operational and business requirements.

The SAP Technical Engineering Expert will support the agency's SAP S/4HANA transition program. This includes providing technical expertise for the migration of existing SAP workloads and databases to SAP S/4HANA and SAP HANA platforms, assisting with technical assessments, landscape design, migration planning, system conversions, data migration activities, testing and operational readiness.

The SAP Technical Engineering Expert will contribute to the evaluation and implementation of future-state SAP architectures and support the consolidation and modernisation of existing SAP environments.

The SAP Technical Engineering Expert will provide technical leadership and advice on SAP Basis operations, SAP HANA administration, platform architecture, lifecycle management, integration requirements, system performance and migration approaches.

A key requirement of the role is the transfer of knowledge and skills to APS employees through mentoring, documentation, workshops and day-to-day collaboration, ensuring the agency develops and retains the capability required to support and sustain SAP platforms into the future

## Responsibilities

Provide senior SAP Basis administration and engineering services across the agency's SAP landscape.

- Perform SAP system installations, upgrades, patching, maintenance and lifecycle management activities.
- Manage SAP transports, client administration, system refreshes and

## Hiring organization

Services Australia

## Duration of employment

12 months with 2 extensions of 12 months each.

## Job Location

QLD, ACT, VIC, NSW, SA

## Valid through

06.10.2026

environment management activities.

- Monitor, analyse and optimise SAP system performance, availability and reliability.
- Provide technical support and troubleshooting for complex SAP platform issues.
- Design and implement SAP high availability, backup, recovery and disaster recovery solutions.
- Support SAP Security, infrastructure and application teams to ensure compliance with agency standards and policies.
- Contribute to the planning, design and implementation of SAP S/4HANA and SAP HANA solutions.
- Support migration and transition activities from existing database platforms and SAP environments to SAP S/4HANA.
- Conduct technical assessments, readiness reviews and proof-of-concept activities for SAP modernisation initiatives.
- Develop technical documentation, operating procedures and support models.
- Mentor APS staff and facilitate knowledge transfer activities to strengthen internal SAP capability.
- The role may require the Contractor to participate in an on-call roster and perform scheduled release shift work.

#### Technical Skills/Continued

- Knowledge of SAP high availability, disaster recovery and business continuity solutions.
- Experience working with Linux and enterprise infrastructure environments supporting SAP systems.
- Knowledge of cloud-hosted and hybrid SAP architectures.
- Experience within large and complex government or enterprise ICT environments.

#### Knowledge/Qualifications

- Demonstrated experience as a senior SAP Basis Administrator, SAP Basis Engineer or SAP Technical Engineering Expert.
- SAP Certified Technology Associate – SAP System Administration (SAP Basis) or equivalent certification.
- SAP Certified Technology Associate – SAP HANA or equivalent certification.
- Demonstrated experience supporting SAP S/4HANA implementations, migrations or transformation programs.
- Understanding of SAP architecture, landscape management, operational support and lifecycle management.
- Experience with database migration, system conversion and SAP modernisation initiatives.
- Knowledge of ICT security, risk and compliance requirements.
- Experience working within Australian Government environments is desirable.

#### Technical skills

- Expert-level SAP Basis administration experience
- Strong SAP S/4HANA and SAP HANA technical expertise.
- Experience with SAP landscape architecture, administration and support.

- Experience planning and executing SAP system upgrades, migrations and technical conversions.
- Strong knowledge of SAP transport management, system monitoring, performance tuning and troubleshooting.
- Experience supporting database migrations and transitions to SAP HANA.

### **Qualifications**

Citizen of Australia preferably with NV1 security clearance or able to obtain NV1 clearance.

### **Contacts**

Please provide a one page pitch to address all criteria specified. This is equal to 5000 characters.

Also attach a 3 -4 page resume.

## **Experience**

### **Essential criteria**

- 1.SAP Basis Technical Expertise – Demonstrated experience providing senior SAP Basis administration and engineering services, including SAP system installation, configuration, transport management, monitoring, performance tuning, troubleshooting, upgrades, patching and operational support within large and complex SAP environments.
- 2.SAP Qualifications and Certifications – Current SAP certification(s) in SAP Basis Administration, SAP System Administration, SAP HANA, SAP S/4HANA or equivalent SAP Technology disciplines, demonstrating contemporary technical knowledge and expertise.
- 3.SAP S/4HANA Experience – Demonstrated experience supporting SAP S/4HANA environments, including implementation, upgrade, migration, technical conversion and platform modernisation activities.
- 4.Database Migration and SAP HANA Experience – Proven experience supporting the migration of SAP workloads and database platforms to SAP HANA, including technical planning, system conversion, migration execution, testing, cutover planning and operational readiness activities.
- 5.Technical Leadership and Stakeholder Engagement – Demonstrated ability to provide expert technical advice and collaborate effectively with architects, engineers, project teams, vendors and business stakeholders to deliver complex SAP platform outcomes.
- 6.Knowledge Transfer and Documentation – Demonstrated experience developing technical documentation, operational procedures and delivering effective knowledge transfer, mentoring and capability uplift activities to internal support teams.

### **Desirable criteria**

- 1.Australian Government Experience – Experience supporting SAP environments within Australian Government agencies or similarly regulated environments.
- 2.High Availability and Disaster Recovery – Experience designing, implementing and supporting SAP high availability, backup, recovery and

disaster recovery solutions.

- 3.Cloud and Hybrid SAP Platforms – Experience supporting SAP workloads deployed in cloud or hybrid infrastructure environments.
- 4.Large-scale ERP Transformation Programs – Experience contributing to complex enterprise ERP transformation, platform consolidation or modernisation programs.