



Solsoft Recruitment

Services Australia

- RFQ No: LH-07813 **EL1 Senior Infrastructure Engineer** last date to apply Thursday, 08 October 2026.
- Contract start Tuesday, 01 December 2026 to 12 months Plus two 12-month extension.
- Australian Citizen Must be able to obtain Negative Vetting Level 1- QLD, ACT, VIC, NSW, SA - Hybrid.

Send your responses to jobs@Solsoft.com.au

About the organisation

Services Australia, formerly the Department of Human Services and before that the Department of Social Security, is an executive agency of the Australian Government, responsible for delivering a range of welfare payments, health insurance payments, child support payments and other support services to eligible Australian citizens and permanent residents.[6] Services Australia delivers social services through the government programs Centrelink, Medicare, the PBS and the Child Support Agency. Eligible Australian citizens and permanent residents can access many of these services through a myGov account.

Job Details:

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.



Solsoft Recruitment

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

Key duties and 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 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



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may require the Contractor to participate in an on-call roster and perform scheduled release shift work.

Responses to selection criteria

Criteria

The buyer has specified that each candidate must provide a one page pitch to address all criteria specified. This is equal to 5000 characters.

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.



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YOUR RESPONSE

Please respond to the following	I am authorising Solsoft exclusively to submit my application. Job Name: EL1 Senior Infrastructure Engineer RFQ NO: LH-07813 Date: <response> Authorisation Of applicant: Yes No	
Name	First Name Surname	<response>
	Gender	<response>
Your mobile number plus email address	<response>	
Home address	<response>	
Availability	<response>	
Rate including super ex-gst	\$ PAYG (Y/N)	
Citizenship Status	Australian	
Security Clearance	Clearance Level:	<response>
	CSID number	<response>
Referee 1	Name:	<response>
	Title:/ Organisation	
	Professionals' relationship to you:	
	Phone:/Mobile	
	Email:	
Referee 2	Name:	<response>
	Title:/ Organisation	
	Professional relationship to you:	
	Phone:/Mobile	
	Email:	



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• RESUME

Important: Solsoft requires your CV as per below resume format

- SUMMARY

- TECHNICAL SKILLS

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- EDUCATION

- TRAINING AND CERTIFICATIONS

- WORK HISTORY

- Referees



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HOW TO ADDRESS KEY SELECTION CRITERIA

The following provides a guide on how to address key selection criteria when applying for public service positions, and hence is particularly valuable to forward onto prospective candidates.

BACKGROUND RESEARCH

This guide has been prepared from information gathered from a wide variety of government sources.

THE PROCESS

Firstly, analyse the criteria, and look for the key issue(s). Once identified, ensure that you adequately address these issues. Each Key Selection Criteria is best addressed by the examples of demonstrated experience in various projects.

Finally, conclude your response by forecasting how you could perform the key issue in the future in this position. A paragraph will suffice.

SUCCESS

Provide a validating statement on your success and how you know you were successful. For example, offer feedback received from your manager or clients, state any cost and work efficiencies and/or quality assurance results. This is where you sell yourself.

SUGGESTED PAGE LAYOUT

- Retype the Criteria (bold or italic)
- Initial Premise(s)
- Supporting argument (attempting to prove your premise)
- Validating statement(s) (quote 3 or 4 examples – don't make them too long, keep to the point)
- Summary
- How you believe your past experience will allow you to perform in the future
- Only use "I" in your responses.

LENGTH OF RESPONSE

If your response is too long, you risk boring the readers and they will not read everything you have written.

Do not, under any circumstances, 'waffle on' about your accomplishments.

If you make it too short, then you run the risk of excluding information which may bias a selection decision and you may not score as highly as you should have.

Short paragraphs should be used, and length should depend on how much you have to say and the level of the position.

Ask yourself: Is this important to support my case on this criterion?



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Individual departments may provide a guideline as to the length of response they require – it is **critical** to the acceptance of your application that you adhere to guidelines provided which relate to response length.

Employ a strong positive approach demonstrating energy and initiative, but not arrogance. You should convey to the passive or neutral receiver that you should be interviewed. Always take into account the reader.

WHY GO TO THIS MUCH TROUBLE?

Addressing the selection criteria with quality responses demonstrates to the selection panel that you are not only qualified for the position, through your skills and experience, but that you are also committed to the role and have been prepared to take the time and effort to support your application.

Always bear in mind that the Selection Criteria process exists in the interests of equal and fair selection, based on merit, skills and experience.

SELECTION CRITERIA - MEANING OF TERMS

KNOWLEDGE

- 'Knowledge' – basic knowledge only is required. For example, you know which Act applied to a particular area and overall know what the Act covers.
- 'Sound Knowledge' – a good working knowledge. For example, you know policy provisions and intentions of an Act and the conditions under which benefits are conferred or obligations assumed.
- 'Thorough Knowledge' – highest level. You would be expected to know the details of an Act, the theory of an Act, etc.

ABILITY VS PROVEN ABILITY/DEMONSTRATED ABILITY

When the terminology 'ability to ...' occurs, it means that you need to provide specific examples of instances of where you have performed that function effectively.

In most cases, the list of duties will give you an idea as to the 'level' of 'knowledge' or 'ability' required to perform the duties.

Ensure that you relate your past performance and experience to every qualification and/or experience statement listed in the Selection Criteria.