

Job Identification

Job Reference:	
Job Title:	Network and Systems Administrator
Work Unit:	Fisheries Operations
Responsible To:	Manager IT
Responsible For:	No staff to supervise
Job Purpose:	<p>This job exists to:-</p> <ul style="list-style-type: none"> • Provide technical support to LAN and WAN activities for the FFA Secretariat and its' members • Ensure operating systems integrity is maintained so that FFA is able to implement its work programs • Provide technical support for VMS activities • Provide user support for FFA Secretariat and its' members
Date:	September 2017

About FFA

Vision of the Members of the Pacific Islands Forum Fisheries Agency

Our people will enjoy the highest levels of social and economic benefits through the sustainable use of our offshore fisheries resources.

Mission for the Pacific Islands Forum Fisheries Agency

To drive regional cooperation to create and enable the maximum long term social and economic benefit from the sustainable use of our shared offshore fishery resources.

FFA Strategic Plan 2020

Organisational Context



Key Result Areas

This encompasses the following major functions or Key Result Areas-

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| 1. | Local Area Network and Wide Area Network Administration |
| 2. | Systems Administration |
| 3. | Vessel Monitoring System Support and remote administration |
| 4. | User Support |

The performance requirements of the Key Result Areas are broadly described below;

Is accountable for	and is successful when
<p>Local Area and Wide Area Network</p> <ul style="list-style-type: none"> • Maintain the operational integrity of the FFA Secretariat's Local Area Network (LAN) and Wide Area Network (WAN) • Direct and coordinate LAN/WAN activities including assisting in the design, installation, and support of network and computer systems • Provide technical support for LAN/WAN activities to FFA Secretariat and members • Conduct regular performance monitoring and analysis of LAN/WAN traffic to identify and resolve potential problems • Maintain current network documentation • Liaise with Internet Service Providers and contractors in maintaining both hardware and systems 	<ul style="list-style-type: none"> • Secretariat networks and services are maintained to a high level of availability and reliability • Member country networks / Remote MCS sites are supported to a high level of availability and reliability • Network projects are managed effectively • Regular LAN/WAN traffic performance monitoring is conducted and reported to the Manager IT • Current network documentation available • Secretariat systems are maintained to a high level of availability and reliability • Regular backups of all network systems including file servers are maintained and tested regularly for integrity. • Regular system status reports are provided to the Manager IT • Current system documentation available
<p>Local Area and Wide Area Network</p> <ul style="list-style-type: none"> • Maintain the operational integrity of the FFA Secretariat's Local Area Network (LAN) and Wide Area Network (WAN) • Direct and coordinate LAN/WAN activities including assisting in the design, installation, and support of network and computer systems • Provide technical support for LAN/WAN activities to FFA Secretariat and members • Conduct regular performance monitoring and analysis of LAN/WAN traffic to identify and resolve potential problems • Maintain and update all network documentation • Liaise with Internet Service Providers and contractors in maintaining both hardware and systems 	<p>FFA LAN/WAN links are monitored for outage and outage minimized and auto failover implemented</p> <p>FFA funded meetings and International conferences are fully supported</p> <p>Reports are provided on a regular basis on the performance of the LAN/WAN</p> <p>All Network documentations including designs are up to date</p> <p>SLA with ISP are well observed including hardware and software maintenance</p>

<p>Systems Administration</p> <p>Responsible for all systems administration including-;</p> <ul style="list-style-type: none"> • Administration and maintenance of Secretariat's virtualized environment using VMWare • Windows and Linux systems administration • Maintaining backups for all critical systems including file servers, and Linux and Windows hosts • Administration and maintenance of Secretariat's Disaster Recovery Site • Support LANs, WANs, network segments, Internet, and intranet systems • Ensure design of system allows all components to work properly together • Make recommendations for future upgrades • Maintain network and system security • Monitor networks to ensure security • Evaluate and modify system's performance • Maintain integrity of the network, server deployment, and security • Administer servers, laptop and desktop computers, printers, routers, switches, firewalls, phones, software deployment, security updates and patches <p>Administration and maintenance of telephony equipment -</p> <ul style="list-style-type: none"> • PABX/IP PBX /VOIP services and PSTN services • Staff extensions and cabling <p>Administration and maintenance of email services including Google Suite Apps</p> <p>Perform and report on regular system and integrity status checks-:</p> <ul style="list-style-type: none"> • File Servers • Firewalls • System logs • Anti-virus updates <p>Liaise with Software Vendors on contracts for all systems</p> <p>Regularly update and maintain all current network system documentation</p>	<p>FFA virtualized environment is well maintained. HA is setup and fully operational</p> <p>Daily backups conducted and tested on a regular basis</p> <p>DRS design is efficient and tested on a regular basis</p> <p>Internal network segmentation is implemented and design is secure</p> <p>System availability, integrity and confidentiality is well maintained</p> <p>Network is monitored 24 x 7 with reports made available for analysis</p> <p>Network security is maintained</p> <p>All servers, laptops and desktop computers, printers, routers, switches, firewalls up-to-date and fully patched. WSUS is working</p> <p>PABX is maintained and downtime is minimized</p> <p>All staff have access to phone extension</p> <p>FFA email is available</p> <p>Monthly integrity checks conducted and reports generated and provided</p> <p>Update list of vendors and suppliers is maintained</p> <p>Proper documentation checked and maintained for all network systems</p>
<p>3. Vessel Monitoring System Support</p>	<p>FFA VMS services are maintained to a high</p>

<ul style="list-style-type: none"> • Maintain a high degree of availability and reliability for FFA Vessel Monitoring System (VMS) services • Install, administer and maintain FFA VMS remote VSAT networks and systems • Liaise with Service Providers and contractors for regular maintenance with all hardware at these remote VMS sites 	<p>degree of availability and reliability</p> <p>FFA VMS services are secure</p> <p>Regular reports on FFA VMS network and system status provided to Manager VMS and Manager IT</p> <p>Current VMS network and system documentation available</p>
<p>4. User Support</p> <p>Provide Secretariat and member country LAN/WAN</p> <p>Provide user support for ICT services including:</p> <ul style="list-style-type: none"> • User laptop/workstation support • Telephone system support • FFA meetings and conference support • User software and application support • Provide training on the effective use of computer systems and software • Troubleshooting user problems and system errors 	<p>LAN/WAN support requests are effectively managed</p> <p>Support for ICT services provided in a timely manner</p> <p>Training is provided as required User problems and system errors are identified and resolved in a timely manner</p>

Note:

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Work Complexity

<p>The most challenging duties typically undertaken-;</p> <ul style="list-style-type: none"> • Providing LAN/WAN and systems technical advice and support to the FFA Secretariat and member countries • Assist in managing Secretariat and member country projects relating to LAN,/WAN and systems • Provide effective user and system support • Effectively troubleshoot user and system problems 	
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Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of Contact most typical
<p>External</p> <p>FFA member country contacts</p> <p>VMS services contacts</p> <p>Network and systems service providers and suppliers</p>	<p>Network and systems troubleshooting and advice</p> <p>VMS technical support</p> <p>Liaise with suppliers on network and systems hardware and software</p>

Internal Manager Information Technology All staff	Take directions Receive requests and provide services Provide advice and certain directions for usage of IT and IT related equipment
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Level of Delegation The
jobholder: Nil

Person Specification

Essential	Desirable
<p>Qualification:</p> <p>1. Relevant tertiary qualifications in information technology with emphasis on Networking, systems administration and/or related disciplines</p> <p>Experience</p> <p>2. At least 5 years' experience administering and maintaining LAN/WAN network infrastructure for a small to medium size organisation</p> <p>3. At least 5 years' experience in any of the core technology systems:</p> <ul style="list-style-type: none"> • Distributed and client server technology o Windows and Linux server administration • VMWare environment administration • A hot site/disaster recovery site technology and services • TCP/IP based network management • Wireless network technology-understanding of both wireless networking technologies and radio frequency (RF) principles • Google Suite Apps for business email, video conferencing, online storage and file sharing. • PABX/IP PBX /VOIP and PSTN systems <p>Skills, Knowledge, & Abilities</p> <p>4. Knowledge and experience in using network and systems analysis tools, network</p>	<p>7. Industry certification for network and systems technology e.g. CCNA/CCNP, RHCE, VCP, MCSA, MCSE, etc.</p> <p>8. Database administration and maintenance experience for Oracle, PostgreSQL, MS SQL, and MySQL database management systems</p> <p>9. Disaster Recovery site maintenance and administration, experience in data backup and site-to-site replication, Virtual machine replication, periodical restore and/or testing of failover to hot site.</p> <p>10. Knowledge of PABX/IP PBX /VOIP and PSTN systems, fixed-line analog telephone systems to the PSTN/PBX CAT5 and telephony cabling</p> <p>11. Knowledge and experience maintaining systems integrity using a System Center Configuration Manager (SCCM server)</p> <p>12. Specific experience with Microsoft Server Operating Systems 2008R2, 2012 R2 and 2016</p> <p>13. Specific experience with Veeam backup</p> <p>14. Experience with Cisco ASA firewall technology and Cisco switching and routing, HPE switches configuration and VLAN implementation</p> <p>15. Experience with Symantec Endpoint Protection</p> <p>16. Experience with VMware 6.x including VLAN, Enterprise Plus features</p> <p>17. Experience with iSCSI and FC SAN</p>

vulnerability scanning 5. Significant experience using word processing, and presentation tools with excellent oral, written, and presentation	
Essential	Desirable
Communication skills in English. 6. Ability to work as part of a small interdisciplinary team	

This section is designed to capture the expertise required for the role at a 100% fully effective level. (This does not necessarily reflect what the current jobholder has). This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or specific competencies.

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert Level	Administration and maintenance of LAN/WAN networks Administration and maintenance of Windows and Linux servers Administration of VMWare environments Management of network and system security Administration and maintenance of a Disaster Recovery Site Administration and maintenance of VSAT networks Administration and maintenance of a System Center Configuration Manager (SCCM server) Management and operation of proper patch management system (WSUS) Management and operation of a Storage Area Network
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Advanced Level	Network and systems performance monitoring Maintenance of telephony infrastructure - PABX/IP PBX/VOIP and PSTN services Technical knowledge of hardware and software
Working Knowledge Level	Google Suite Apps for Business tools Support for Microsoft Office suite of applications Good working knowledge of the Fisheries Operations Division and its work FFA staff relations and policies.
Awareness	Environmental context in which FFA operates in.

Key Behaviours

All employees are measured against the following Key Behaviours as part of Performance Development

- Commitment/Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership
- Coaching and Development (for Managers only)
- Strategic Perspective (for Managers only)

Personal Attributes

- Relevant Qualifications
- Excellent Analytical Skills
- Excellent Communication Skills
- Results orientation
- Ability to manage and work well in multi-disciplinary and multi-cultural teams.
- Ability to work in an organized and systematic manner.
- Ability to transfer information/knowledge to a non-technical audience
- Recognizes and responds appropriately to the ideas, interests and concerns of others
- Builds trust and engenders morale by displaying open, transparent and credible behaviour
- Respects individual/ cultural differences
- Utilizes diversity to foster teamwork
- Ensures others understanding of, involvement in, adaptation to a change process

Change to Job Description:

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment-including technological requirements or statutory changes. Your Director may initiate such change as necessary. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.