**POSITION DESCRIPTION**

**Position title: IT Administrator**

**Location:** Head Office (primarily)

**Reports to:** IT Manager

**Entities:**  GMHBA

**Organisational level:** Technical Specialist

**Reports:**  Nil

**Job Purpose:**

To provide the delivery, and support, of Information Technology used by all functional areas of GMHBA Limited.

**Accountabilities:**

**IT Service Delivery**

* Monitor and maintain company firewalls in co-operation with external security sources to ensure security of company data at all times.
* Maintain core systems including hardware and software configuration of VMware, Load Balancers, SCCM, AD, SQL Servers, Call management and queuing systems, Claims systems, Citrix, Storage SAN, Azure and Office 365 as well as the HP/Aruba network stack.
* Provide after-hours support for IT matters including implementation of upgrades and maintenance of critical systems.
* Implementation of infrastructure upgrades.
* Participate in business wide project work as required.
* Patching of server and client software according to best practice.
* Monitor and where appropriate, initiate, introduce or modify operating procedures when core system modifications, enhancements or changes are implemented.
* Update the company’s disaster recovery plan and ensure effective operation of the plan is thoroughly tested at regular intervals (at least every 6 months).
* Ensure compliance with relevant software licensing agreements.
* Monitor key systems and respond as required, i.e.:
	+ Network
	+ Servers
	+ Power
	+ Websites
	+ Storage
	+ Communications
* Provide second level support for IT related issues
* Log all changes made to the network and infrastructure using existing tracking systems.
* Ensure adequate backups are maintained to facilitate system and data recovery.
* Support the company phone system and maintain associated servers.
* Maintain strong external provider relationships.
* Maintain a secure network/server and client environment to minimise risk for GMHBA.
* Investigate and report on new technologies as required or specified by IT manager.
* Mobile device management including:
	+ Mobile phones
	+ Laptops
	+ Tablets

**Regulatory & Reporting**

* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards.
* Submit to company audit processes and make recommendations as required.
* Keep up to date with regulatory trends and changes, and ensure the company anticipates and navigates changes successfully.
* Prepare reports and submissions for stakeholders and committees as required.

**Stakeholders & Advice**

* Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making.
* Take opportunities to maintain positive and constructive relationships with internal customers and external stakeholders.

**Other**

* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
* The accountabilities described within may be altered in accordance with the changing requirements of the role.

**Key Relationships:**

|  |  |
| --- | --- |
| **Internal:*** Business Units
* Project Managers
* Project Owners
* Business Analysts and Consultants
 | **External:*** Key providers and suppliers e.g. Citrix, Microsoft, IBM etc.
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**Skills, Experience and Qualifications:**

**Mandatory**

* 5+ years commercial experience in the Information Technology field
* Experience in the specification, development, testing and implementation of system changes either from an IT or user perspective
* Demonstrated High level knowledge and experience in Microsoft packages including Active Directory, IIS, DNS, SQL Server, Windows Server, SCCM, Exchange Server
* Demonstrated high level knowledge and experience working in a virtual environment
* Demonstrated high level knowledge and experience in network configuration i.e. VLAN’s, ACL’s, routing, etc.
* Demonstrated high level Knowledge and experience in deploying, upgrading and maintaining technologies such as Citrix XenApp/XenDesktop and Terminal Services.

**Highly desirable**

* Tertiary qualification in a relevant area i.e. Business Information Systems, Computer Science
* Industry Certifications i.e. VCP, MCSA, CCNA, ITIL
* Experience with cloud technologies such as Azure, AWS and Office 365 etc. (Highly Desirable)
* Experience working with Aruba network stack inc/AirWave
* Experience with Ivanti patch for SCCM, Kemp load balancers, HP switches