



Position Description

Vacancy Title: **Hardware and Network Administrator II**

Location: **Suva**

Reports To: **Hardware & Network Administrator I (v 1.00)**

Objective

The Hardware and Network Administrator 2 will develop, implement and monitor the strategic hardware and network architecture for all hardware and network components to ensure the stable operation of the TLTB's IT assets.

Outcomes

Organisational Stakeholders

1. Outcome

1. Strategy and Planning

- Hardware and network strategic architecture developed in consultation with the Manager Information Technology Services, IT Coordinator and Project Managers.
- Hardware and network Team budgets prepared and ready for approval.
- Procedures for all server backups developed, maintained and monitored.
- Hardware and network operational costs established and arrangement of appropriate cross charging to department users in place.
- Limitations of the existing hardware and network equipment identified for investigation of the most appropriate replacement equipment.

2. Acquisition and Deployment

- New hardware and network components evaluated, industry trends monitored and efficient information provided to meet business needs.
- Meeting with different vendors and maintaining good relationship with vendors who provide service to TLTB.
- Ensuring right vendors are selected to deliver IT Network projects in the allocated time, budget and scope while ensuring minimal disruption of services and network downtime.
- Adherence to installation and support delivery times ensured, and advise to user managers of any adjustments provided.
- Network enhancements and operating procedures investigated, recommended and installed to optimize network availability.
- Implementation and monitoring of the hardware and network architecture coordinated in compliance with standards and IT Policy & Procedures.
- Site licenses for department/organization maintained.
- Distribution of client/server software and service packs planned, coordinated and monitored.
- Reports regarding hardware and network architecture prepared and submitted to the Manager Information Technology.
- Network problems and resolutions documented for future reference.
- Communication and networking problems anticipated and preventive measures implemented.

3. Operational Management

- Network workstations and IT Security administration.
- Utilizing one or more TCP/IP or non-TCP/IP networking protocols and/or one or more UNIX-based or non-UNIX based operating systems.
- Network security including building firewalls planned and implemented.
- Cryptography applied to network applications.
- Host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users managed and monitored regularly.
- Adequate security maintained and ensured in relation to operational work, programs, files, disks, backup procedures etc.
- Ensure backups are done on premise and replicated offsite.
- Networks, systems and applications troubleshooting and malfunctions and other operational difficulties identified and fixed in a timely manner.
- The network system utilization patterns and their effect on operation/system availability and performance expectations identified.
- Create, manage and monitor important servers that run important applications for the board.
- Onsite and remote technical support provided competently and in a timely fashion.
- Timely user notification of maintenance requirements and effects on system availability ensured.
- Network and hardware inventory managed and maintained.
- Provide level 1 – level 6 support for all issues in all TLTB Offices.
- Conduct awareness sessions on IT Best practices to all staff and inform staff on any IT outage or maintenance.
- Proficient in Virtualization technology and hyper convergence systems.
- System Administration of all Servers on premise and those located on cloud.
- Administration of Microsoft Office 365.

4. Service Delivery, Technical Skills and Task Management

- User Manual developed with user training conducted on how to use and manage the operating systems, relational databases, and other applications.
- User training to TLTB's departments provided and coordinated.
- Management and staff assisted in improving their information technology awareness and understanding.
- Quality customer service provided to TLTB's departments.

5. People, Leadership and Teamwork

- Efficient work practices in place through active participation in teamwork, sharing of information and proposing improvements.
- Coordinating daily tasks for HNA team to ensure timelines.

6. Demonstrate TLTB image and values standards at all times

- Integrity of information maintained.
 - Confidentiality of information ensured.
 - Professional and ethical standards sustained.
 - Assist in Business Excellence initiatives such as Zoom support for Talanoa sessions.
 - Support and setup for important meetings such as Senior Managers Meeting, Operations Meetings provided.
 - TLTBs online meetings facilitated through Zoom.
7. Customer Service
- Quality and efficient quality service for internal and external clients of the Board.
 - First level support provided to all staff including going to their workstations to resolve issues.
 - High level support provided to resolve issues.
 - Support over phone, email, mobile calls, video calls and messages provided to all remote sites to resolve issues quickly to ensure minimal downtime.
 - Support to staff after hours and on weekends provided such as password reset, VPN issues, etc.
 - Travelling to remote offices during early hours and weekends to conduct IT Maintenance, hardware installation or resolve issues to minimize disruption to users.
8. Health, Safety and Wellness
- Health and Safety – ensure HNA team are wearing PPE, external contractors comply to OHS such as high vis jackets, safety maintained.
 - Notices of any work is communicated to staff prior to commencement ensured.
 - Cleanliness of all comms and server rooms across all offices ensured.
9. Risk Management
- Compliance and risk – ensure all critical software are up to date such as server updates, windows updates, office updates, firewall firmware updates and patches, mail server updates.
 - Procurement is in line with IT and finance policies ensured.
10. Continuous Learning
- Continuous learning and development of own skills and knowledge base is ensured.
11. Efficient and effective delivery of any other assigned work.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology	or related in the areas of Hardware & Network
Desirable		
Higher Degree incl. Post Grad Cert or Dip	IT, Hardware and Network management or similar	

Work Knowledge and Experience

- 2 years relevant experience related to specific activities
- Significant experience in the management of hardware and network infrastructure in a medium size organization

Solid knowledge of LAN/WAN configurations to include experience with Cisco routers & switches, Internet firewalls, and wireless technology

Experience setting up and managing database systems such as SQL Server

Experience with Windows Server platforms with an emphasis on Active Directory

Knowledge of computer and/or network security systems, applications, procedures, and techniques

Ability to identify and resolve computer system malfunctions and operational problems

Ability to communicate technical information to non-technical personnel

Experience in providing hardware and network services to organizations

Experience in analyzing, interpreting and reporting on hardware and network performance to management

Demonstrated ability to communicate with departments to ensure all departments needs are met

Demonstrated ability to create and maintain effective working relationships

Demonstrated success in improving quality of customer service

Evidence of commitment to team work

Establishes high personal standards and serves as an effective role model

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Drivers Licence

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Management Team	
	Regional and Headquarters	
	Area Managers	
	Employees	
External		
	Suppliers	
	Contractors	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Customer/Client Focused	Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
Forthright	Speaks out frankly without hesitation, showing a direct manner.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.

Flexible / Adaptable Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions

Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

How To Apply

Apply Online Through HRmonise

Contact for Enquiries

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Closing Date: 04 Oct 2024