

Role Description

Systems and Network Administrator

Reports to

Systems and Network Administration Manager

Position: Permanent Full-time

Role Purpose

The Systems Network Administrator is responsible for overseeing the management and support of the school's network infrastructure and associated software. Reporting to the Systems and Network Manager, the Systems and Network Administrator ensures that all network segments, hardware are functional, secure, and accessible to support the school's educational and administrative needs.

Responsibilities

- **Hardware Management:** Oversee the deployment, maintenance, and support of networking components
- **User Support:** Provide technical support and training to staff
- **Innovation and Improvement:** Identify opportunities to enhance network functionality and efficiency
- **Collaboration:** Work closely with the ICT team and vendors
- Assist with the implementation of IP network solutions, optimize network routing, and help troubleshooting layer 2/3 network problems, network connectivity and performance issues to meet user demands
- Test, evaluate, verify IP network solutions, and recommend appropriate enhancements, variations, or alternatives to maintain performance of the IP network at an optimal level
- Participate in meetings and discussions to identify user and network requirements, and provide technical support for ICT systems and devices
- Assist with network access, monitoring, control, evaluation, and documentation practices to ensure efficient standard operating procedures
- Follow network design guidelines, update, and maintain IP assignment databases and documentation, and network change management practices to maintain and ensure network reliability for users
- Perform operational procedures and tasks reliably and consistently to reduce the risk of unplanned outages
- Meet cyber security compliance requirements and follow network security practices, policies, and procedures to improve resilience of the network infrastructure and adhere to government mandatory requirements of managing cyber security risks.
- Maintain continued awareness in ICT/Networking industry developments including new technologies, methods, standards, and practices to help promote continuous improvement, creativity, and innovation
- Design and implement test cases and track bugs

Essential Skills

- Time management and task prioritisation skills with the ability to multi-task and switch between tasks quickly
- Proven ability to maintain thorough documentation for systems and procedures, as well as root-cause analyses for resolved issues
- Demonstrated experience and practical knowledge of network administration, routing and switching
- Extensive understanding of best practices for server infrastructure administration, control, and monitoring
- Advanced knowledge of installation and setup of server hardware
- Working knowledge of backup and recovery software and procedures
- Previous experience in preparing and maintaining process documentation
- Basic understanding of ITSM tools and processes, incident management, and experience with ITSM incident management software

Technical Qualifications and Experience

- Diploma or Degree in Computer Science, Computer Engineering or equivalent in a related discipline
- Experience working with learning management systems, and in particular school management systems is preferred
- Experience with Juniper, Cisco, CWNA, or BCNE certification training electronic file management favorable
- Previous experience with firewalls, remote Internet VPN deployment, troubleshooting, and issue resolution is preferred
- Intermediate knowledge of Microsoft Office programs

Required Attributes

- Reliable written and verbal communication skills
- Able to maintain confidentiality and work with discretion whilst being flexible and initiative
- Ability to work as part of a team to develop effective relationships to achieve common goals
- Have a personal appearance and demeanour which represent the School in a positive way
- Fully embrace and support the Christian ethos of Meriden as an independent Anglican School
- Be loyal to the School and the Principal.