



Position Description – Network Administrator

1. POSITION DETAILS

Position Title: **Network Administrator**

Name of Incumbent:

Approved By: Jenifer Clift

Signed:

Date Approved:

2. ORGANISATIONAL RELATIONSHIP

Reports to: Support Manager

Supervises: Nil

Internal Liaisons: Managers
Administration Staff
Technical Staff
Sales Staff

External Liaisons: Clients
Vendors

3. PURPOSE OF POSITION

The purpose of this position is to:

1. Ensure the stable operation of client computer networks throughout DWM Solutions geographical reach including DWM Solutions internal network.
2. Play a pivotal role in the design and implementation of client projects in cooperation with the DWM Project team.
3. Provide mentoring support and knowledge transfer to the members of the DWM technical team.

4. POSITION OBJECTIVES

The Network Administrator is responsible for:

- Configuring, maintaining and optimising all network hardware, system software and communication links for DWM's Client networks in order to meet required Service Level Agreements.
- Provide quality client service support by evaluating client network and system issues and taking prompt and necessary action to resolve the issues and satisfy the requirements of Service Level Agreements.
- The Network Administrator is responsible to negotiate maintenance windows with the Client and to keep the Client and the DWM Technical Team advised about any issues identified and remedial actions undertaken.
- Complete regular system analysis tasks and generate regular capacity planning reports for DWM's clients.
- Remain current with the latest technologies and solutions.
- Maintain current industry certifications by completing reviews and assessments and complete additional industry certifications as required by Management
- Participating in project design meetings and generating project design documents and reports relevant to their involvement in the project.
- Project implementation activities such as installation, configuration and support for other members of the project team.
- Clear communication of project status with Clients and DWM staff is mandatory in all activities of the Network Administrator.
- Infrastructure and project documentation for those tasks undertaken by the Network Administrator is also a requirement of this role.

Members of the DWM Services Team are also responsible for:

- Ensuring all work undertaken is recorded in service desk system (Autotask).
- Preparing, maintaining and upholding relevant system documentation in the DWM documentation system. This includes manuals, procedures and all relevant client network detail.
- Core business tasks are to be documented in the DWM procedure manual.
- Support and train DWM staff in routine administrative tasks for our core products.
- Support and assist other staff members during staff absence and at times of peak demand.
- Participate in other duties and projects under the direction of the management team

5. QUALIFICATIONS, SKILLS & KNOWLEDGE

- Tertiary qualifications or extensive relevant industry certification.
- Minimum 8 years industry IT experience.
- Application support experience with operating systems, back-up, anti-virus and spam, email, patching, network monitoring and other network applications.
- High level of customer service skills.
- Excellent organisational skills with demonstrated ability to prioritise and complete tasks to meet SLA's.
- Possession of a current driver's license is required

6. Interpersonal Skills

- Communication skills of an order sufficient to effectively establish rapport with staff, clients and vendors.
- Ability to show understanding and patience in communicating with Clients and other staff members.
- Established technical skills and computer literacy with investigative, analytical and problem solving skills.
- Ability to impart knowledge and information to all levels of Clients and staff in a language which is understandable to the User.
- Actively participate in a team environment with the ability to impart knowledge to others.
- Maintain personal professional presentation.

7. Selection Criteria

- Evidence of a minimum of 8 years industry IT experience
- The ability to be self motivated and to work with minimal supervision, as you will be required to travel to client sites throughout DWM Solutions geographical reach.
- Demonstrated ability to work well within a small team and provide support to clients and colleagues alike.
- Experience in supporting Microsoft network environments including all related hardware and software.
- Experience working with a Service Desk system to provide quality helpdesk service with an ability to manage incidents and demonstrated ability to prioritise and meet deadlines.
- Ability to research, prepare and implement technical documentation and procedures to provide network support.
- Proven Customer Service Skills and interpersonal skills, both verbal and written, and the ability to communicate effectively with a wide range of people.
- Demonstrated ability to maintain confidentiality and exercise discretion.

13. Information Technology Skills

Technical skills required for this position, include but are not limited to the following. Other skills may be required and added when necessary by Management.

- Microsoft Small Business Server 2003/8
- Microsoft Terminal Services
- Microsoft XP, Vista and Windows 7
- Virtualisation experience VMware, Hyper-V, XenServer
- Backup configuration and management of Backup Exec or Commvault
- Desktop, laptop and network peripheral build and configuration experience
- Experience with Managed IT Services tools i.e. Autotask, Kaseya or similar
- Firewall management i.e. Watchguard or similar – desirable
- Experience with MAC Server and Desktop support OS v10.5^ - desirable