# JOB DESCRIPTION

## IT ADMINISTRATOR

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| **Department:** | Information Technology | Date Prepared: | May, 2023 |
| **Location:** | Level 6, Civic Tower, Suva | Prepared by: | Human Resources |
| **Incumbent:** | 2 IT Administrators | Approved by: | Chief Executive Officer |
| **Reports to:** | Head of Information Technology | | |
| **Internal Relationships:** | IF Staff | | |
| **External Relationships:** | IT Vendors | | |
| **Authorities:** | Information Technology | | |
| **Support Staff:** | N/A | | |
| **Procedures, Policies & Guidelines:** | People and Culture Policy, IT Policy | | |

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| **Position Description:** | The IT Administrator plays a crucial role in the IT Department, responsible for managing and maintaining the IT infrastructure. The keys roles played by the IT Administrator are: Server Administration, Backup Solution, Network monitoring, PABX management, Hardware and Software troubleshooting and deployments, Antivirus – network protection, and any other related tasks assigned by the Head of IT. |
| **Salary Band:** | $22,180 - $33,270 |

| **KEY RESULT AREAS**<br>(Distinct areas that contribute most to position performance) | **SPECIFIC ACTIVITIES/TASKS**<br>(Specific activities/tasks that contribute towards achieving the performance of the KRA) |
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| MAINTAIN COMPUTER SYSTEMS | • review Investment Fiji's computer systems to ensure that all aspects are operating efficiently.<br>• troubleshoot computers and network, configure hardware and software, ensure staff back-ups in place, processes are up-to-date and timely computer upgrades or replacements. |

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| **SERVER ADMINISTRATION - INSTALL, UPDATE, & UPGRADE** | • responsible for installing new systems and assessing and implementing upgrades as needed.<br>• conduct consistent analyses of Investment Fiji's computer systems to determine if existing components meet Investment Fiji's need and perform upgrades or updates as needed. This includes all servers and hosts. |
| **MANAGE NETWORK SECURITY** | • assess security programs and consult the Head of IT to choose the best for Investment Fiji for which they are employed.<br>• install and manage these systems, conduct updates, create passwords and run checks for viruses and spyware.<br>• Use server and network monitoring tools to ensure all services are up and running.<br>• Ensure Antivirus is up to date and minimize all risks to the network.<br>• other related tasks may also be given by the Head of IT. |
| **SERVER & DATA BACKUP** | • ensure all servers and services are backed up and a copy is stored at a remote site for contingency planning. This should include incremental and full backups of the entire infrastructure. |
| **PABX MANGEMENT** | • responsible for ensuring that the telephone system is working correctly with scheduled backups in place.<br>• All system administration to be managed by the IT Administrator |
| **PROJECTS & NEW IMPLEMENTATIONS** | • The IT Administrator will come up with suggestions to improve the network and server platform, with new technologies and upgrades in place. The IT Administrator to assist the Head of IT for all research and implementation for infrastructure projects. |

**Key Selection Criteria:**

**Qualifications:**

| Essential | Desirable |
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| • Tertiary qualification in a technology-related discipline, or related field from a regionally accredited institution of higher learning. | • Bachelors degree in Information Technology |

**Knowledge/Experience:**

| Essential | Desirable |
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| • At least 2-4 years of experience in a similar role in a professional setting within a medium to large organization structure.<br>• Understanding of Government processes, in particular, Investment Fiji's role.<br>• Can convey complex ideas both verbally and in writing, including presentations and using methods that are appropriate to the audience. | |

**Key Skills/Attributes/Competencies**

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| Security and compliance | • Understanding cyber security threats and vulnerability.<br>• Maintain security protocols.<br>• Knowledge of data privacy regulations. |
| Systems administration | • User account management<br>• Maintain software and hardware<br>• Understanding of network infrastructure and trouble shooting. |
| Working Knowledge | • Knowledge of MS Hyper-V<br>• Knowledge and hands-on experience with MS Servers, Network backbone, Backup Solutions, PABX, IT Projects, Monitoring tools, Software implementations, CRM, Website, Database, NAS, & Firewall.<br>• Relationship management |
| Awareness | • Proficiency in operating system |

**Values:** Transparency, Reliability, Accessibility, Communicative, Effective, Responsiveness

**Change to Job Description:**

From time to time, it may be necessary to change the Job description as per changing operational needs. Investment Fiji may initiate the changes as it deems necessary.