



Role Profile

System/ Network Administrator

ROLE SUMMARY

Reporting To:
Infrastructure Manager - Information Technology Department

The main focus of the role is to provide a high quality, professional IT support service within the network administration area. This position requires a resourceful, motivated individual with the ability to work on his/her own initiative.

The Network Administrator works as part of the overall IT team in the support of the RSB Group Internal Customers.

KEY RESPONSIBILITIES:

Operational

- Promoting a positive, open, friendly and professional working environment
- Liaison with external providers
- Attending internal meetings as appropriate
- Representing the external meetings, as appropriate
- Submitting reports as required and maintaining appropriate records of meetings and activities
- Attending and contributing to meetings of the IT Department
- Acting as a 'backup' to colleague(s) in the IT Department

Technical

- Working directly on the following activities:
 - Management and configuration of Active Directory
 - Management of backup and recovery process and administration
 - Configuration and installation of servers and operating systems
 - Maintenance and upgrading of all servers and operating systems
 - Management of the Virus and Patch management
 - Pro-active monitoring and management of the network environment
 - Work as part of a team with key responsibility for networking/server requirements
 - Assist other team members by providing advice and imparting knowledge to other staff members
 - Assist Infrastructure Manager with user requirements management
 - Development and implementation of SOP's and work instructions.
- Participating where required, in other aspects of the IT Department, including:
 - Helpdesk Support
 - Supporting the Infrastructure team in the implementation of relevant technologies
 - Supporting IT Support & Training team by providing documentation, information and training where needed
 - Identification and installation of suitable hardware to support proposed solutions

KEY RESPONSIBILITIES:**Quality and Knowledge Management**

- Ensuring that appropriate technical guidelines are developed, implemented, updated and communicated on an ongoing basis.
- Ensuring that appropriate SOPs are implemented, for the activities of the Projects Group – in consultation with the Infrastructure Manager
- Ensuring that work undertaken is of the highest quality and that adequate quality control procedures are in place to guarantee quality solutions

Performance Management

- Actively participate in the RSB Group's Performance Development Programme.
- Contributing to the development of management processes within the department
- Taking measures to identify and resolve issues impacting performance
- Reporting regularly on progress against specified goals/targets and objectives
- Developing an understanding of the RSB Group's processes and procedures with a view to delivering improved IT services
- Taking adequate measures to develop skills with a view to improving personal and departmental performance

Communication

- Liaison with other departments and individuals within the RSB Group as appropriate
- Liaising with relevant external organisations, where appropriate
- Participating in regular team meetings
- Making presentations, as required

General

- Performing such other duties as the Board may reasonably require.

Qualifications

The ideal candidate will

- Have a Diploma/Degree in a computer related discipline or Microsoft certified professional within the key areas of responsibilities identified
- Have at least 3 - 5 years relevant previous experience within a Microsoft Window 2000 / 2003 environment
- Windows 2000 / 2003 Server to MCP Level
- Windows 2000 Professional and XP to MCP Level
- Active Directory Services (Group Policies etc)
- DNS / WINS/ DHCP / TCPIP etc
- Good Organisation and communication skills

Experience of the following technologies would be a distinct advantage

- Voice and Data integration, PABX and VOIP
- Storage Array Networking i.e. SAN's