

Network Administrator

Award/Agreement: Non Award

Responsible to: Manager Information & Communication Technology

Summary of role: In accordance with Resthaven philosophy and policies, the Network Administrator will be responsible for:

- Providing support and oversee all local and wide area networks into all sites and all facilities supporting ICT services
- Ensuring business continuity of all servers and supporting platforms across the organisation
- Providing guidance and support to other ICT team members
- Provision, enhance and develop infrastructure delivery to support the ICT strategy.

Special Conditions: Must be able to work outside normal hours as the need determines. May be required to participate in after-hours support on call roster.

A current driver's licence.

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties as required:

- Assuming responsibility for the security, performance, maintenance, troubleshooting and fault management of the data and communication network(s) within the organisation
- Responsibility and administration of data backups on corporate and disaster recovery servers including database backups. Ensuring that the backup tasks are sufficient and accurate, that the tasks complete successfully, that all backup infrastructure and software is operational and backup media is managed and handled appropriately. Completion of data restore tasks as requested.
- Responsibility and administration for the process of all server infrastructure within a Primary and Secondary Datacentre as well as all server infrastructure within Resthaven's sites.
- Administration and provisioning of virtual machines as well as OS patching and vendor maintenance agreements.
- Support and administration of routers, switches, VLAN's as well as bandwidth utilisation and Quality of Service across Resthaven's networks.

Key Responsibilities and Duties Continued

- Effective administration and operation of Microsoft windows update services
- Support and administrate Microsoft Group Policy
- Administration and support of Email and an Exchange/O365 environment, ensuring adequate resources are in place to sustain communication continuity.
- Liaising with hardware/software/communications suppliers as necessary to ensure an efficient IT facility is maintained at all times
- Maintaining an effective maintenance program for all equipment, with warranties and service contracts in place where necessary
- Record and administrate server provisioning as well as licence allocation, maintenance agreements and patching.
- Providing input to the recommendation of new and/or replacement ICT equipment and assisting with technology planning through ongoing research
- Recommending suppliers, giving due consideration to the standard and quality required, pricing and the ability to deliver goods as per instructions
- Assisting in the collation, costing and submission of the annual capital and operational budgets
- Proactively analyse existing operational procedures and recommend/specify/implement changes to maintain/improve efficiency in line with the stated goals of the organisation
- Creating and/or maintaining effective documentation relating to the operational procedures of the position
- Participation in projects and other tasks as directed by Manager, ICT
- Design and maintenance of active directory structure & security group allocation.
- Administration of security systems including internet content filtering and anti-virus solutions

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager Finance & Corporate Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Extensive operating/maintenance experience with Windows server environments, operating across a LAN/WAN including wireless infrastructure.
- Extensive experience with Cisco switches (VLAN's), routers, large Cisco WI-FI environments and firewalls.
- Sound working knowlege of vSphere and vMware, managing a virtual server environment.
- Microsoft Office 365, Azure AD as well as experience provisioning cloud services.
- Experience with Exchange environments, SMTP and http flows, filtering and protection.
- Experience working at complex sites, configuring networks and working with vendors.
- Advanced knowledge of Microsoft operating systems for both server and client devices including active directory design & management and group policy design.
- Understanding of licence requirements for operating systems and software applications.
- Sound knowledge and understanding and experience with network & server monitoring tools as well as QoS.
- Ability to prepare and present cost/benefit analysis relating to new procedures and introduction of new technology.
- Ability to work in a confidential manner, with minimal supervision.
- Proven experience working within a dynamic team and delivering innovative solutions.
- Willingness to propose initiatives that enhance service delivery and customer engagement.

DESIRABLE CRITERIA

- Video conferencing (zoom) integration with Microsoft platforms
- SIP, and IP telephony
- Multi-factor authentication and single sign on
- SD WAN
- Working knowledge of the Aged Care Industry

Acknowledged _____
Manager Information & Communication
Technology

Date _____

Acknowledged _____
Employee

Date _____