

## POSITION DESCRIPTION

<b>Title:</b>	Network Support Administrator	<b>Location:</b>	Head Office
<b>Department:</b>	Administration	<b>Reports to:</b>	IT Manager
<b>Salary:</b>	Salary package		
<b>Prepared by:</b>	CAO	<b>Date:</b>	February 2014

### Overall Purpose:

To provide technical network support installing, operating and providing second level support for local and wide area networks, personal computers, and the IP telephone network.

### Roles and Responsibilities:

#### LAN/WAN, It and IP telephone:

- Manages all network servers and other network components including installation, configuration and maintenance
- Develops and maintains network security procedures. Adds, removes, and changes authorities for network users
- Resolves problems reported by end users for local and wide area networks, personal computers, networking equipment (switches, routers, etc.) Provides answers to complex questions related to these systems
- Monitors and measures the performance of the network; reports problems to the appropriate individuals
- Researches, plans and oversees network and telephone system replacements and upgrades
- Maintains documentation of the network, telecommunications and telephone systems
- Establishes and maintains contact with vendors for support and problem resolution
- Trains users in the use of commercial, off the shelf (COTS) software and hardware
- Ensure all work is done in compliance with ISO, ADHICS and other UAE and Abu Dhabi information security regulations as required by UAE Law

### QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement

#### Academic and Professional Expertise Requirements

- A relevant IT qualification
- A minimum of 2 years' relevant experience
- Microsoft Certifications
- Ability to work under pressure and prioritize workload to meet deadlines
- Excellent standard of English language both verbal and written
- Demonstrated ability to work in a team in a multicultural environment
- Knowledge of the operation and support of personal computers, and local and wide area networks
- Knowledge of standard networking protocols
- Ability to interact with LANs and WAN vendors
- Knowledge of LAN and WAN products and protocols
- Demonstrated ability to provide a high level of customer service
- Ability to work in a culturally diverse team environment
- Excellent time management
- Ability to maintain confidentiality

Chief Administrative Officer

#### Change Brief:

Version	Date	Changes
1	February 2014	New Document
2	March 2016	Change in department and reporting line
3	July 2019	Due to review no changes
4	July 2021	Added in the Roles and Responsibilities  Ensure all work is done in compliance with ISO, ADHICS and other UAE and Abu Dhabi information security regulations as required by UAE Law.