

POSITION DESCRIPTION

Title:	Senior System and Network Administrator	Location:	Head Office
Department:	Administration	Reports to:	IT Manager
Salary:	Salary package		
Prepared by:	CAO	Date:	August 2012

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:

The Senior Network Administrator's roles and responsibilities are detailed below:

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

KNOWLEDGE, SKILLS AND ABILITIES:

- 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
- Excellent time management
- Ability to work under pressure
- Ability to maintain confidentiality

POSITION QUALIFICATIONS

Must have:

- A relevant IT qualification
- A minimum of 2 years relevant experience

Chief Administrative Officer

Change Brief:

Version	Date	Changes
1	August 2012	New PD
2	February 2014	Update in the system
3	March 2016	Update department, reporting line and position band
4	July 2019	due to review no changes
5	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 regulation required by UAE Law