RSB

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 ■ Liasing 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