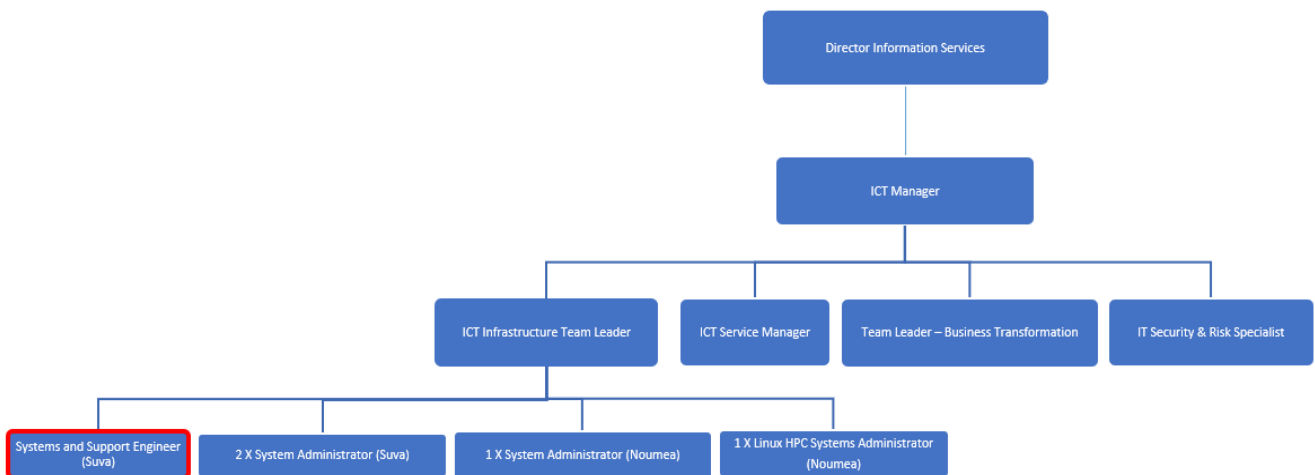




JOB DESCRIPTION

Job Title:	Systems and Cloud Administrator
Division/Programme and Section/Project (if any):	OMD/ICT
Location:	Suva
Reporting to:	ICT Infrastructure Team Leader
Number of Direct Reports:	N/A
Purpose of Role:	<i>The Systems and Cloud Administrator provides specialized knowledge in ICT systems infrastructure related disciplines to manage, administer, maintain, implement and optimize infrastructure systems that enable and support SPC strategic objectives.</i>
Date:	November, 2023

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of Systems and Support Engineer encompasses the following major functions or Key Result Areas:

- Administration and Support of ICT on premise and cloud Infrastructure.
- Provide Technical leadership in ICT infrastructure related disciplines.
- Implement approved ICT solutions and projects to enable and support SPC strategic objectives.
- Operational Support, Monitoring and Optimization of ICT on premise and cloud Infrastructure

- Active Involvement in Continuous Improvement (CI) Initiatives

The performance requirements of the Key Result Areas are broadly described below.

Jobholder is accountable for	Jobholder is successful when
<p>KRA#1 (30%) Administration and Support of SPC ICT on premise and cloud Infrastructure</p> <ul style="list-style-type: none"> • Provide operational support, monitoring and management of all ICT systems (servers, cloud-based services, networking, and web servers and websites). • Perform regular maintenance, routine backups and disaster recovery procedures. • Project and administration documentation is updated regularly to maintain currency. • Establish and maintain security, integrity and business continuity controls and documentation. • Administer the organisation on premise and cloud-based infrastructure. • Utilisation of ITSM Solutions to track and maintain incidents and requests. • Administer and maintain MS 365, including user management, licence allocation and troubleshooting. 	<ul style="list-style-type: none"> • Systems management and administration is performed to industry best practice standards ensuring minimal down time and achieving 99.9% availability for core ICT infrastructure services. • Integrity of backup and recovery systems and procedures are maintained and provide quick recovery times. Backup and recovery systems and procedures are in compliance with SPC corporate data retention and media management policies. • Service requests are managed and prioritized effectively, handled with efficiency and resolved/addressed using appropriate solutions.
<p>KRA#2 (20%) Provide Technical leadership in ICT infrastructure related disciplines.</p> <ul style="list-style-type: none"> • Identify opportunities for training or skill development to enhance the knowledge and efficiency of all customers, through the proper use of installed application systems. • Work with Technical Trainer to develop required E-Learning Modules for the Learning Management System. • Ability to explore and provide recommendations for alternate solutions that meet customer requirements. • Collaborate with and provide advice and support to other divisional experts in the delivery of solutions to Pacific Island countries and territories. 	<ul style="list-style-type: none"> • SPC staff are appropriately trained and equipped in the use of ICT services. • ICT support staff are appropriately trained and competent in delivering and supporting the services offered by the ICT Section. • ICT solutions are an enabling factor in achieving SPC strategic goals.
<p>KRA#3 (20%) Implement approved ICT solutions and projects to enable and support SPC strategic objectives.</p> <ul style="list-style-type: none"> • Collaborates with stakeholders and senior ICT staff to ensure plans and identified solutions meet needs and expectations. • Participate in the development and use of endorsed SPC project guidelines and standards, 	<ul style="list-style-type: none"> • ICT solution designs address all business and technical requirements and deliver on expectations in terms of performance, delivery time and budget constraints.

<p>and apply those techniques to manage, implement and deploy approved ICT projects.</p> <ul style="list-style-type: none"> • Implements, and tests approved ICT solution designs to enable and support SPC strategic objectives. 	<ul style="list-style-type: none"> • ICT project planning, design and delivery are performed to consistently high standards • ICT systems are implemented to specification and are consistent with SPC ICT policies and procedures.
<p>KRA#4 (20%) Operational Support, Monitoring and Optimization of ICT on premise and cloud Infrastructure</p> <ul style="list-style-type: none"> • Performs analysis and review of cloud and hosted systems and develops, tests and implements performance tuning and optimization • Design, develop, test and implement systems management tools and automation tools which enable efficiencies in operational support of ICT on premise and cloud-based systems. • Ensure that implementations are align to security standards • Ensure effective monitoring of critical systems and proactively working to resolve issues. 	<ul style="list-style-type: none"> • Changes are effectively communicated to affected users, stakeholders and interested parties. • Changes are appropriately managed to ensure minimal impact on the availability of ICT services. • ICT systems operate at optimum efficiency enabling SPC staff to take full advantage of deployed technology solutions.
<p>KRA#5 (10%) Active Involvement in Continuous Improvement (CI) Initiatives</p> <ul style="list-style-type: none"> • Identify opportunities for system improvement within the Cloud, and on-Premises Infrastructure • Identify opportunity to improve processes for efficiency and security • Working collaboratively with relevant ICT teams to implement approved CI projects • Ability to staying up to date with advancing technology trends 	<ul style="list-style-type: none"> • Propose improvement ideas for processes, staff training, technical support. • Propose improvement ideas for systems resulting in improved effectiveness and efficient of the team. • Collaboratively working with other ICT Teams to implement improvement initiatives.

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

<p>Service Delivery</p> <ul style="list-style-type: none"> • Prioritisation of service requests and maintaining operational efficiency while also working on project initiated tasks. <p>Implementation</p> <ul style="list-style-type: none"> • Understanding business and technical requirements and developing solutions with limited resourcing to satisfy these requirements.. • Ensuring that implementation of appropriate technology solutions supports SPC strategic goals and objectives <p>Technical Leadership</p> <p>Keeping up to date with current technology trends.</p>
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Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> • Suppliers • Integration Partners 	<ul style="list-style-type: none"> • Requests for quotes, purchasing and servicing of ICT equipment and licensing • Management of Software Licensing • Discuss technical solutions
<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> • SPC Staff – End Users • SPC ICT stakeholders • SPC ICT Staff • SPC Divisional Technical Experts 	<ul style="list-style-type: none"> • Responding to service requests • Notification of changes to production systems • Understanding requirements and needs • Regular feedback and communication with ICT stakeholders on service delivery/project status • Collaboration and Peer Review of solution designs

Level of Delegation:

Routine Expenditure Budget: N/A

Budget Sign off Authority without requiring approval from direct supervisor: N/A

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Specialized Degree in computer Science, IT or related field, or equivalent/relevant work experience. 	<p>Recent industry certifications from two of the following vendors:</p> <ul style="list-style-type: none"> • Microsoft • VMware • AWS <p>Industry recognized project management and/or IT service management certification, e.g.</p> <ul style="list-style-type: none"> • ITIL • Prince

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • More than 5 years of experience in administration of cloud-based services and infrastructure (Microsoft Azure, third parties cloud hosted services (Vultr, Cloud ways, Okta,etc) • More than 4 years experience in administering and maintaining MS 365, including user management, license allocation and troubleshooting • More than 10 years' experience in medium-sized LAN and WAN environments running Microsoft technologies (Windows Server, Office365, SharePoint, SQL Services, Linux • Demonstrated experience with MFA, SSO, Reverse proxies and WAF technologies (Cloudflare, Fastly, nginx, Okta...) • More than 5 years' experience in the use of corporate system backup and recovery solutions. • Proven work experience with Microsoft Windows desktop, Linux (Ubuntu), and Mac OS operating systems • Maintain and optimise medium LAN/WAN network technologies firewall, routing and switching • Demonstrated ability in identifying technology and process improvements • Experience in good customer care, with additional focus on the support of remote users and logistical arrangements, which are common in small Pacific Island countries. • Excellent command of English or French 	<ul style="list-style-type: none"> • Support of systems and applications in both English and French languages in a multi-disciplinary organisation. • Scripting experience using Powershell, VB script, shell scripts, perl, python • Application and web development experience using .NET technologies, php, Drupal and Wordpress, joomla • Good working knowledge of English (for French speakers) • Knowledge of Pacific Island cultures and context

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Microsoft Windows Server technologies • Linux Ubuntu Debian • Management of cloud based services (ideally Azure) • Management of hosted services (Vultr, Cloudways, ...)
Advanced level	<ul style="list-style-type: none"> • Cloud based technologies (Reverse Proxies, Web Application Firewall (WAF...) • Multi Factor Authentication and SSO technologies • IT Security principles • Hyperverged Infrastructure (HCI) • VMware virtual infrastructure technologies. • Thin-Client and Remote Desktop technologies. • Application packaging and deployment tools. • Enterprise End-Point security technologies • Enterprise messaging and collaboration technologies • Linux Servers

Working knowledge	<ul style="list-style-type: none"> • Automation and scripting • Network infrastructure design, implementation and support for small to medium sized enterprise environments: • LAN and WAN design and implementation • Network security • VPN and wireless technologies • IP PABX • Server, Storage, Networking, and Application Virtualisation concepts and technologies • Programming languages • Database Administration: • MSSQL, MySQL • ITIL/MOF or similar framework • Change Management • Report Writing • Mac OS X and current Apple Mac hardware
Awareness	<ul style="list-style-type: none"> • SPC Regulations and Policies • Software Life Cycle Management • Satellite and Radio Frequency communication technologies

Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.