# POSITION DESCRIPTION

**Network Administrator - ICT**

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<th><strong>Position Title:</strong> Network Administrator</th>
<th><strong>Division:</strong> Information Communications and Technology (ICT)</th>
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<td><strong>Reports to:</strong> Director Information Services</td>
<td><strong>Direct Reports:</strong> Nil</td>
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<td><strong>Employment Conditions:</strong> Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2011 – 2014</td>
<td><strong>Location:</strong> Orange NSW</td>
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**Primary Objective:**
Support the learning environment by effective administration, management, monitoring and operation of wired and wireless Network Infrastructure (LAN/WAN). Achieve fast, reliable and robust NW performance. Respond to user requests and maintain compliance and security across the network.

**Responsibility for Quality:**
Take responsibility for improving quality processes using a philosophy of continuous improvement by always seeking to improve practices, thereby increasing value to staff, students and the organisation. Rapidly respond to opportunities to improve. Proactively seek generic solutions that provide a long term remedy and eliminate re-occurrence of ICT issues.

**Position Scope**

**Budget:** Nil  
**Financial Delegation:** Nil  

**The following Professional Certifications are highly desirable:**  
- Networking Certification (BCNE or equivalent)  
- Microsoft Server Certification (MSCA or MSCE Server 2012)

**Hours of work:** 8:30am to 5pm Monday to Friday

To meet the organisational business needs, some incumbents of this role may be required to provide support to time critical incidents or issues outside ordinary hours of work. The Director of Information Services and Network Administrator would mutually agree on time in lieu for these hours worked outside of normal time.

**Child Protection**
Must undergo Child Protection screening and training

**Workplace Health & Safety**
Understand, observe and adhere to all safe working procedures and maintain safe work practices

**Equal Employment Opportunity**
Understand, support and adhere to the principles covered in the KWS EEO Policy and KWS Staff Code of Conduct

**Key Contacts**  
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<th>Internal</th>
<th>External</th>
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<td>Director Information Services; Database Manager; Technician; ICT Staff Co-ordinator; Assistant to the Director of Teaching and Learning</td>
<td>ASI, Sterling IT, Brocade, Meru, Netbox Blue, Absolute, Vertel, Exetel &amp; other Data suppliers</td>
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<td>Hardware resellers (Ethan Group, Leading Edge, ASI, ), Telstra, AIS, others</td>
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Page 1 of 3
## Key Responsibilities

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<tr>
<th>Key Result Area</th>
<th>Key Accountabilities</th>
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| **Operational & Technical Management** | • Support, manage, maintain and enhance ICT network (NW) in order to maintain an optimal learning environment for KWS. Manage the installation, upgrade, configuration and support of enterprise wide networking systems to maintain network infrastructure in an effective and sustainable manner  
• Proactively perform Demand management, Capacity Planning management and Threshold management across network infrastructure and recommend growth forecasts to Director Information Services. Ensure alignment with KWS strategy  
• Continuously review KWS Network Environment to provide enhanced: performance, availability and reliability of KWS networks. Suggest enhancements and implement approved solution(s)  
• Ensure Network Monitoring tool is optimally configured and all NW components are appropriately documented. Review design and manage systems to proactively monitor Networking load and availability  
• Define, implement, manage and maintain cabling standards (in line with industry best practice) and keep up-to-date and accurate records across all KWS sites for network connections. Ensure this standard is documented and shared with ICT team  
• Ensure the completion of technical network design to ensure best practice ICT Network infrastructure and processes are in place. Develop detailed and accurate network architecture plans, configuration documents, security assessments as required by Director Information Services  
• Design and implement intellectual property (Licencing) control procedure to manage the compliance of all software and ICT Infrastructure. Ensure KWS is complaint with all ICT licencing requirements and IP breaches are avoided  
• Design and assure implementation of best practice for Network Services. Some examples of NW services include but not limited to: Applications; File; Database; Printing, Security, Email, Internet; Virus Protection; Data integrity; Deduplication; Filter etc  
• Design and implement Business Continuity (Disaster Recovery) infrastructure for school and periodically test same. Ensuring fail-over and disaster recover processes work.  
• Document the Internet content filtering Policy. Suggest enhancements to Policy. Implement Internet Content Filtering Policy in accordance with KWS Strategy and Industry practice  
• Perform support role as required by Director Information Services |
| **Contract & Third Party Relationship Management** | Relationship Management with Telecommunications (data) and internet service providers, Hardware & Software Service providers in order to develop a strong partnership delivering win-win benefits to the KWS business and it’s chosen providers |
| **Policy, Processes, standards, compliance and improvement** | • Continuously seek opportunities to improve operational excellence, minimise operational costs through simplified, documented and repeatable processes and use of new/emerging technologies  
• With approval from Director Information Services, manage the process of development, review, updating and implementation of policies and procedures for network services to obtain continuous improvement in the level of service and project outcomes and to comply with industry standards  
• Design and develop the end to end enterprise security policies, standards and operational procedures to assure a secure network. Document same. Design and recommend network, application and data security Policy/Solutions for staff and students. Implement approved solution  
• Assure software licencing compliance. Devise and maintain an intellectual property (Licencing) control procedure to manage the status and security of all software (including a software portfolio management system)  
• Ensure adherence to change control policies and procedure for all activities associated with the network and infrastructure environment  
• Ensure adherence to the relevant procurement guidelines |
### Selection Criteria

#### Essential Qualifications and Experience

1. Significant experience as a practitioner in network Operations and Support environment which is supported by an appropriate tertiary or industry qualification in Information Technology or related field
2. Bachelor Degree in ICT or equivalent experience
3. Experience with Brocade switching or knowledge, understanding and capacity for same
4. Microsoft Server Certified or equivalent experience
5. Demonstrated experience in a network infrastructure, LAN/WAN management, network monitoring and alerting and capacity planning
6. Demonstrated experience in design, maintenance and optimisation of routers, switches (preferably Brocade), wireless access points / controllers (preferably Meru), firewalls (Netbox) and WAN acceleration (WAAS)
7. Strong experience with Network Management or demonstrated knowledge, understanding and capacity to perform same
8. Strong documentation skills using MS Office products including Microsoft Visio
9. Thorough technical understanding of new/emerging network technologies and the business drivers behind them
10. Basic understanding of Windows, iOS and Linux operating systems installed in a virtualised environment

#### Key Skills & Attributes

1. Excellent planning, organising and time management skills to effectively establish the priority and scheduling of own work tasks and projects to ensure work priorities are completed on time and within budget
2. Good interpersonal skills to gain the acceptance and support of ideas, cooperation of others, and the ability to modify styles and techniques to accommodate tasks, situations and individuals
3. Conceptual, analytical and problem solving skills to enable the identification of issues and the judgement to determine appropriate courses of action for achieving long-range organisational goals
4. Effective verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively, effective interaction with staff and key stakeholders and to enable the preparation of well-structured, accurate and concise documents and reports
5. Relationship building skills to develop strong and collaborative relationships with internal and external stakeholders
6. Team skills to actively participate as a member of a team and move the team towards the completion of both team and individual goals

#### Desirable Qualifications, Experience & Skills

1. ITIL V3 Foundation Certificate in Service Management preferred
2. Brocade Certified Network Administrator (BCNA) or equivalent experience
3. Experience or knowledge and understanding of Meru WiFi networks
4. Experience in working in the Education sector
5. Ability to manage small projects over fill lifecycle, from scoping to Post Implementation Review

### Approval

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<th>Director Information Services</th>
<th>Principal</th>
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