

## Networks and Systems Administrator

**Job title:** Networks and Systems Administrator  
**Function:** Administration and support of all infrastructure, networking and telecoms

**Lines of Communication:**

- Upwards – Head of IT
- Laterally – None
- Downwards – None

**Responsibilities:**

- To – Head of IT
- For – None

**Hours of work:** 40 hours per week 8am – 5pm Monday - Friday

### **Duties:**

1. Resolve problems reported by end user.
2. Logging, monitoring, and updating tickets on the Incident Management System.
3. Install and configure software and hardware.
4. Manage network servers and technology tools.
5. Set up accounts and workstations.
6. Monitor performance and maintain systems according to requirements.
7. Troubleshoot issues and outages.
8. Ensure security through access controls, backups, and firewalls.
9. Upgrade systems with new releases and models
10. Develop expertise to train staff on new technologies.
11. Create and maintain technical documentation, manuals, and IT policies.
12. Liaise with third party support companies where necessary to support where needed.



**ROLE PROFILE**

**Key responsibilities and approximate time split:**

*The key responsibilities for the role are included here and grouped under the following three headings to give a feel for the emphasis and percentage split of the job:*

|   |                   |
|---|-------------------|
| <ul style="list-style-type: none"> <li>• Routine/scheduled tasks</li> <li>• Reactive support</li> <li>• Proactive projects</li> </ul> | 20%<br>50%<br>30% |
|---|-------------------|

**Personal Attributes:**

**Business Focus**

|                           |  |
|---------------------------|--|
| <b>Business Awareness</b> | Ensure that all records are kept up to date so that all staff can be of assistance.                |
| <b>Personal Results</b>   | Sets oneself clear and challenging objectives in line with the company goals and individual KPI's. |

**People Focus**

|                                      |  |
|--------------------------------------|--|
| <b>Managing Relationships</b>        | Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations |
| <b>Communication-Verbal/ Written</b> | Conveys accurate information effectively, using appropriate methods to reflect the needs of the audience and ensure understanding                  |

**Personal Focus**

|                              |  |
|------------------------------|--|
| <b>Personal Organisation</b> | Efficient in one's use of time and works in a well structured way                          |
| <b>Self Development</b>      | Takes responsibility for personal improvement, learning from experience and new situations |



**Change Focus**

|                           |   |
|---------------------------|---|
| <b>Adaptability</b>       | Responds positively to changing a business circumstances readily adapts behaviour to maintain effective performance |
| <b>Strategic Approach</b> | Understands the long term direction of Tower and works in conjunction with this.                                    |
| <b>Innovation</b>         | Thinks of and/or encourages new ideas, and is keen to experiment and see new ideas implemented                      |

**Analytical Focus**

|                               |   |
|-------------------------------|---|
| <b>Information Gathering</b>  | Seeks the full range of relevant and accurate information in a methodical way.  |
| <b>Forward Planning</b>       | Anticipates the possible demands and outcomes of a particular task or situation – plans and prioritises appropriately         |
| <b>Analysis and Judgement</b> | Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis |

**Quality Focus**

|                          |  |
|--------------------------|--|
| <b>Quality Conscious</b> | Consistently works to a high standard and looks for ways to improve current working practises and processes  |
| <b>Initiative</b>        | Takes appropriate action before being asked and actively finds solutions to problems. Any queries that are escalated to management level should be presented with a proposed solution. |

Last update: August 2021

