

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

1. POSITION DETAILS

Position	: Network Support Technician
Grade	: 4
Incumbent	: Mr/Mrs/Ms
Division	: Division of Information Technology Services
Department	: Department of Network, Systems & Security
Location	: Samabula Campus
Reports to	: Manager IT Network System & Security

2. PURPOSE

The Network Support Technician is responsible for all aspects of operations and service delivery relating to the network infrastructure and core devices as part of the function of the University IT Services Division. The incumbent is responsible for the end-to-end network monitoring from the telecommunications network provider to the University and to all campuses internally. This includes campus LAN, WAN Implementations, Secure Wi-Fi infrastructure and Point to Point Access, User onboarding to the network.

In addition to the responsibilities listed above, this position is responsible for providing support for customers (users), and assigned applications and/or information systems, including configuring security, maintaining, supporting and optimizing all new and existing network racks, cabling (as per the industry standard) and rack labelling. Additional responsibilities also include supporting solution design, surveys, material listing, researching how to help translate requirements into workable technical solutions, and supporting the evaluation of third-party vendors as directed. The individual must ensure that the proper documentation is done.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager IT – Network, Systems & Security.**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting to You	No of Staff Reporting to Them
None	None

4. KEY ACCOUNTABILITIES

1. Network Operations

- a) The Division of ITS aims to provide an SLA of 99.95% uptime of its services.
- b) Ensure the Network servers are regularly updated and patched with current versions.
- c) Monitor the current Wi-Fi controller and Point to point controlling servers and support the ICT help.
- d) Responsible for maintaining the inventory of the devices, and regular physical checks are mandatory.
- e) Monitor and support ICT Helpdesk for level 1 and 2 troubleshooting tickets.
- f) With highly advanced IT infrastructure implemented at University, encountering new & complex faults are common. Should be able to work with external technical support to provide fixes that may be highly customized for the University.
- g) Ensures the stable operation of the in-house network and all connected devices and peripherals. With the increase in BYOD, ensure safe and secure client on-boarding to network and limited access to the university resources.
- h) Provide monthly reports on network health, bandwidth utilization, WiFi Infrastructure, and ensure that network devices are operational and 99.95% uptime is maintained.
- i) Responsible for maintaining services hosted at FNU Data Centers and Disaster Recovery site.
- j) Provide Tier 2/3 end-user support (technical hardware & software) for all IT services related to the department.
- k) Identify network performance issues and suggest fixes.
- l) Attend to alerts and notifications generated by Monitoring servers and other network devices.
- m) Attend to environmental situations such as power fluctuations, high temperature alerts or water leak detection in server rooms.
- n) Physical periodic checks to campuses and colocation site's hosting FNU servers
- o) To monitor and escalate service requests to the Managers in order to avoid service breaches.
- p) Responsible to security of network racks and access to the devices
- q) Responsible for regular backup configuration for all the network devices through Network Configuration manager.

2. Network Installations

- a) Responsible to configure, install, maintain and monitor network and Point to Point infrastructure of FNU.
- b) Responsible to maintain every user's secure connectivity on and off-campus network.
- c) Responsible to provide Wi-Fi guest access to the guests, stakeholders and vendors.
- d) Adhere to the standard and planned tasks on network devices such as installation works, network device configurations and their tests are done according to approved installation and test plans.
- e) Ensures proper deployment of new network Devices (Projectors, Televisions, Conference Media, Access Points, Point-to-Point CCTV, BioMetric etc.) in accordance with industry standards and best practice.
- f) Maintaining the inventory and design documents. Ensuring changes in configs are reflected in the diagrams.
- g) Assists with testing new custom hardware units and software products with engineering. Assists the Service and Support team with hardware installations and troubleshooting.
- h) Responsible for configuring, NetFlow and SNMP v3 for safe monitoring of Point to Point, Switches, Routers or any other network related devices.
- i) To carry out site surveys for infrastructure requests, prepare material, travel to sites in FNU for implementation.
- j) Carry out acceptance testing, where Contractor done cabling especially for Capital projects and report poor practices
- k) Install and terminate data communication cabling, including Fiber optics and UTP (Unshielded Twisted pair) for all network devices such as routers, switches, smart TVs, Projectors and LED screens.
- l) Responsible for the maintenance of the assigned vehicle
- m) Documentation and labeling: Create accurate and up-to-date documentation of network cabling installations, including cable diagrams, labeling, and patch panel records. Maintain an organized inventory of cables, connectors, and related materials.

- n) Network infrastructure deployment: Assist in the design and deployment of network infrastructure components, including cable trays, racks, patch panels, and network cabinets. Ensure that the infrastructure is well-organized, easily accessible, and comply with safety regulations.
- o) Maintain inventory of network devices, materials and departmental tools.
- p) Attends plan review meetings to review structured cabling requirements for construction projects.

3. Other Responsibilities

- a) Assisting in coordinating and assigning resources to accomplish priorities and deadlines; Troubleshooting and resolving complex network issues, escalating critical concerns as needed.
- b) Practices self-development and promotes learning in others by proactively providing information, resources, advice, and expertise with co-workers and other users; influencing others through technical explanations and examples; adapting to modern course delivery and new responsibilities; listening and responding to, seeking, and addressing performance feedback; providing feedback to others and managers; creating and executing plans to capitalize on strengths and develop weaknesses; supporting team collaboration; and adapting to and learning from change, difficulties, and feedback.
- c) Own the Incident Management Process and follow internal procedures for change management, incident management and escalation.
- d) Monitor and discipline cohort work activities at all times conduct in a professional and courteous manner to all staff, students, and external community. Collaborate with cohort ITS departments and teams as and when required.
- e) Actively participate in ensuring the requirements of a quality programme, including the requirements of any Quality Assurance System, are met and maintained.
- f) To carry out other duty and/or responsibilities related to the efficient and effective functioning of the Department and Division, as directed by the manager or Director.

5. KEY CHALLENGES & EXPERIENCE

- This is a technical role in the Network section and the FNU Network is the core backbone of all ITS related services. The incumbent will be required to work odd hours to perform scheduled upgrade as well as to attend to any faults or issues arising any time of the day/ night.
- There is high risk of managing the complex network infrastructure and performing upgrades. When things break, the expectation of the University is very high to provide immediate fix.
- Ensuring conformity in implementation of policies and processes in an organization with diversity in people and organizational culture.

The role demands extended work hours and delivery of work under tight deadlines.

6. AUTHORITY LEVEL

Operating Expenditure : N/A

Capital Expenditure :

Others :

7. QUALIFICATION & EXPERIENCE

Essential:

- Bachelor's degree in IT-related field (Computer Science, Information Systems, Cyber Security or Information Technology) with 2 years' experience in IT sector (with at least 1 year managing OSI model Layer 2-3 and enterprise-level Wi-Fi infrastructure)

OR

Diploma Qualification in IT related field (Computer Science, information systems, Cyber Security, or information Technology) with 3 years' experience in IT sector (with at least 1 year managing OSI Model Layer 2-3 and enterprise-level Wi-Fi Infrastructure)

- A Valid CompTIA N+ or CCNA R&S
- Industry-level structured cabling copper/Fiber cable certifications
- Experience in Cisco CLI, Windows Server OS, Solarwinds and PRTG.
- Must possess excellent customer service skills.
- Must have prior knowledge of doing documentation.

Desirable:

- Certified by reputable IT vendors.
- Experience in managing IT assets.
- Understanding of Windows Servers.
- Cisco Certified Network Professional (CCNP) certification

8. KNOWLEDGE & SKILLS

- Candidate must have hands-on experience dealing with networking, Internet, security, backup strategies, data communications, telecommunications systems, Wi-Fi, collaboration solutions, software licensing, network monitoring, application development, prepare specifications and carry out tender evaluations, project management, dealing with latest technology and demonstrated experience in ICT operational management.
- Demonstrates an understanding of the issues relevant to a variety of software modules; maintains an up-to-date perspective and knowledge of the businesses; applies technology and business knowledge to solve business problems and create new opportunities. Sets and conveys clear goals and monitors progress; is accessible and supports relevant others; obtains results and adds value to the organization by making timely and sound decisions and influencing others.
- Intellectual capacity to break down a problem or situation into its component parts, identifying implications, timeframes and sequences.
- Creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; cooperates with colleagues and shares resources.
- Establishes and builds relationships with the stakeholders of the University. Applies knowledge to the business and provides personalized, value-added service. Demonstrates willingness to meet needs of clients by pursuing improved courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessarily follow-up work without being prompted.
- Ability to communicate ideas in both technical and user-friendly language.
- Candidates must have strong sense of urgency when supporting all Student/Staff.
- Exceptional planning skills, as well as the ability to work within change control parameters.
- Ability to express complex situational information verbally and in written form.
- Excellent oral, written, and interpersonal communications skills
- Ability to work well under pressure and minimal supervision.
- Understanding of and experience with Wireless Protocols, and controllers

- Expertise with TCP/IP packet analysis using Wireshark, or raw packet captures using tcpdump.
- Exceptional analytical and problem-solving skills, with logical problem-solving experience from Layer 1 through Layer 7 of the OSI model
- Experience with high-availability environments with 99.99% service-level agreement (SLA) experience with virtualization

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Dean, Director, Manager, Support Staff, Head of Department, Head of School, Dean(s), Staff and	Daily

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, Statutory bodies, NGOs and External Institutions/Universities, Vendors, Technical Support, External	As and when required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.