

FIJI NATIONAL UNIVERSITY

Job Description

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

2. PURPOSE

The **System Support Technician** is responsible for assisting in managing a virtualized hyper-converged environment running on VMware and VSAN and OS administration of Windows. The commitment also involved monitoring the Hardware, HDD spacing, Memory allocation, maintenance, monitoring, patching, and upgrading the servers. He/she is responsible for the Server power backup infrastructure which includes the management of UPS's and coordination of generator maintenance

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 provisioning of servers, memory, and HDD space allocation, according to the customer requirement and standards.

Additional responsibilities also include supporting solution design, researching how to help translate requirements into workable technical solutions, and supporting the evaluation of third-party vendors as directed

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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. System Operations

- a) The Division of ITS aims to provide an SLA of 99.99% uptime of its services.
- b) Ensure the System servers are regularly updated and patched with current versions.
- c) Ensures the stable operation of the in-house Systems/Datacentres and all colocation data centres
- d) Provide periodic reports on System health, backup and capacity issues. Ensure risks are registered into the IT risk register.
- e) Responsible for maintaining secured access of system devices at FNU Data Centers, Colocation Datacenter and Disaster Recovery site.
- f) Provide Tier 5-7 end-user support (technical hardware & software) for all IT services related to the department.
- g) Recommend and perform any required maintenance, upgrades and installations to ensure the most optimal environment.
- h) Physical periodic checks to colocation site's hosting at Data Center and DR sites as well as data centers located at FNU campuses.
- i) To manage and escalate service requests to the Managers in order to avoid service breaches
- j) Monitoring and health check of Datacentre uninterrupted power supplies (30kVA UPS).
- k) Ensure to maintain the weekly checks of GenSets supplying power to the FNU data centers in accordance to the Estate and Facility department.
- l) Ensure to keep monitoring issues and problems by identifying abnormalities and report violations.
- m) Ensure that appropriate measures are proactively followed in response to unforeseen issues such as IT downtime or zero-day exploits to the servers
- n) Responsible to keep the anti-virus, Window Firewalls and patching of servers up to date in the section

2. System Installations

- a) Ensure to assist Cohort departments for installation, configuration and troubleshooting of Server shells and Operating systems.
- b) Responsible to maintain, update and co-ordinate among cohort department for vulnerable servers
- c) Responsible to maintain and monitor Server access authorization
- d) Assist in the standard and planned tasks on Server/System devices and software such as installation works, device security configurations and their tests are done according to approved installation and test plans.
- e) Ensure System infrastructure plans, architecture designs and detailed design documents and AS-built documents are maintained up to date.

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- f) Ensure proper deployment of new servers, regular maintenance, removal of unused servers is done regularly.
- g) Ensure to protect System by defining access privileges, control structures, and resources management
- h) Liaise with finance and prepare analysis of the quotations and follow ups.
- i) Assist in to invoke to secondary server environment in case unavailability of our main Data Center
- j) Responsible to keep record and track of all the server installed in the University and inventory of the devices and cleanup as and when necessary
- k) Maintaining the inventory and design documents. Ensuring changes in configs are reflected in the diagrams
- l) Manage and assist the process of providing training and documentation to users in the division. Help identify technology training needs for users and arrange appropriate training opportunities. Work with student employees creating custom documentation and training materials for in-house systems or divisional business practices
- m) Assists with testing new custom hardware units and software products with engineering. Assists the Service and Support team with hardware installations and troubleshooting
- n) Ensure to maintain and updated regularly the server access monitoring system.

3. Other Responsibilities

- a) Coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities.
- b) Practices self-development and promotes learning in others by proactively providing information, resources, advice, and expertise with co-workers and other users; building relationships with cross-functional stakeholders; 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 manage 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 take participate in internal/external audit and comply with the requirements
- f) Actively participate in ensuring the requirements of a quality programme, including the requirements of any Quality Assurance System, are met and maintained
- g) To carry out other duty and/or responsibilities related to the efficient and effectivity functioning of the Department and Division, as directed by the Manager or Director.

5. KEY CHALLENGES

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

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- 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

Qualification

Essential

A Bachelor degree (Computer Science, Information Systems, Cyber Security or Information Technology)

MCSA Windows Server Certified

Desirable

MCSE – Core Infrastructure but not mandatory

Experience

Essential:

- 2 years experience in IT sector with at least 1 years managing Microsoft server architecture
- Must possess prior experience of Microsoft Window Server 2012/16 , data backup technologies, and event management on enterprise level
- Fundamental understanding of software, computer, and network architectures
- Experience in managing Server Access Monitoring software.
- 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 System related Protocols

8. KNOWLEDGE & SKILLS

- Candidate must have hands-on experience dealing with Virtual and physical server system, Data Backup and encryption technologies, System's security Protocol, backup strategies, data communications, collaboration solutions, software licensing, system monitoring, application development, prepare specifications for tender evaluations, project management, dealing with the latest technology and demonstrated experience in ICT operational management.
- Candidate must be experienced in reviewing IT policies & strategies, ensuring availability of all IT-related systems.

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- 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 necessary follow up work without being prompted.
- Ability to communicate ideas in both technical and user-friendly language.
- Candidate 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
- Ability to create accurate System and application diagrams using MS Visio
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts
- 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 students	Daily
EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, Statutory bodies, NGOs and External Institutions/Universities, Vendors, Technical Support, External Engineers	As 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.