

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	: Telecom Systems Administrator
Grade	: 5
Incumbent	: Mr/Ms/Mrs
Division	: Division of Information Technology Services
Department	: Department of Collaboration Technology
Location	: Samabula Campus
Reports to	: Director Information Technology Services through Manager IT - Collaboration Technology

2. PURPOSE

The Telecom Systems Administrator is responsible for maintaining the University's unified communications platform including relevant hardware and software including integration with other enterprise and video conference applications. Support SIP with local and international numbers accessible making roaming a local experience. The Telecom Systems Administrator will work closely with Enterprise Telecom Engineer and discuss with Colleges & Departments to recommend and implement, secure and support cost-effective communications technology solutions to enhance communications effectively supporting teaching and learning.

In addition to the responsibilities listed above, this position is responsible to lead the development of training materials and user training. Administer and support Unified Communications infrastructure for the university ensuring it is secure, reliable and available at all times. Maintain unified communications services for around 1800 users. Furthermore, provide support for customers (users), and assigned applications and/or information systems, including working on virtualized environment, restoring from backup's and ensuring compliance to best practice.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager IT Collaboration Technology**

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

4.1 Telecommunication Systems Administration

- Responsible for maintaining Unified Communications (UC) services hosted at FNU Data Centres, Disaster Recovery site and the cloud. Serves as a primary liaison between division's non-technical staff and highly technical internal, campus and external service providers.
- Performs voice network configurations and configuration changes of various voice or data equipment to enhance performance
- Manage call accounting and provide analysis for the University Monthly Telephone bills.
- Integration and management of UC systems into Microsoft 365 application like Teams
- Setup and issue Pin codes, ensure Security and administer Session border controller
- Liaise with SIP providers
- Order and maintain an inventory of Telephone System equipment, including telephone handsets and telephone cables quarterly.
- Manages the Call centre setup and develop user training and user on-boarding
- Installs version control and backups for all voice servers and systems
- It is expected that the engineers test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing systems, networks, and data. Telecom engineers also monitor and analyse system performance, such as network traffic, security, and capacity, to proactively identify service-impacting issues
- Monitors unified communications servers and other related infrastructure for performance and problems and highlights issues to management.
- Ensure compliance with data security, backup, disaster recovery, privacy, and other plans and policies for systems in the division.
- Perform upgrade and patching of Unified Communications environment as well as other related core infrastructure.
- Install, or coordinate installation of, new or modified hardware, software, or programming modules of telecommunications systems.

4.2 Customer service, Troubleshooting & Maintenance

- 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.
- Assist Departments and Colleges with the provision of Telephone services for marketing drives, road shows, outside broadcasts and open day events.

- Ensures the stable operation of the in-house communications systems and all connected devices and peripherals.
- Perform and audit logs on PABX Equipment and periodic physical visits to the site for inspection of the health and conditions of these equipment's.
- Ensure that all services (Direct Lines \ Fax lines \ Hunting Lines \ Main Lines) provided by all Telecom Service Providers (TFL \ Vodafone \ Digicel) are optimized and regularly monitored.
- Work with relevant staff to install, remove, or relocate user connectivity equipment and devices. Inspect sites to determine physical configuration, such as device locations and conduit pathways
- Resolve complex and escalated network and telecom service issues in a timely manner to support internal and external customer requests and needs.
- Implement system renovation projects in collaboration with technical staff, engineering consultants, installers, and vendors.
- Occasionally will be required to work at odd hours including answering calls and responding to email, alerts and warning to ensure systems are stable, secure and operational at all times.
- Completes work assignments and supports universities specific projects by applying expertise in subject area; supporting the development of work plans to meet universities priorities and deadlines; ensuring team follows all procedures and policies; 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.

4.3. Reporting and Other Responsibilities

- Provide weekly report to department Manager. Conducts routine monitoring and analysis of Telecom systems and servers. Provide Audit Log Reports with analysis, system and storage utilization reports, Platform usage and growth reports, and suggestions for improvements.
- Document user support activity, such as system problems, corrective actions, resolution status, and completed equipment installations.
- Ensure that all University's Telecommunication Devices, Equipment's and Services adhere to the Rules and Regulations set by the Telecommunications Authority of Fiji.
- Conduct research on new and developing telecommunication technologies that will benefit the university staff and students.
- Provide periodic reports on system health and issues. Ensure risks are registered into the IT risk register.
- Ensure system architecture documents are maintained up to date. Ensure service accounts are periodically monitored for misuse and ensure disabling/ removing all unutilised service accounts.
- To ensure all tasks are carried out with due regard to Health and Safety.
- To act in a technical capacity providing advice, completing projects and technical support both remotely and face to face
- To work with the Managers to deliver IT support, plan and execute projects and develop IT services in line with group development plans
- To support technicians in performing their day to day duties, by providing technical and procedural advice
- To ensure proper protocols and processes are in place, telecom engineers produce, update, and generally improve technical documentation to support security requirements and operational support of systems.
- To undertake any related responsibility assigned by the Director and line Manager in furtherance of the work and welfare of the Division and the University.

5. KEY CHALLENGES

- This is a technical role and requires working at odd hours including answering calls and responding to email, alerts and warning to ensure systems are stable, secure and operational at all times.
- The position will require to provide support to All FNU campuses and approximately 1800 users
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.

6. AUTHORITY LEVEL

Operating Expenditure	:	N/A
Capital Expenditure	:
Others	:

7. QUALIFICATION & EXPERIENCE

Qualification

Essential

- Bachelor's degree or Diploma in IT related field (Computer Science, Information Systems, Cyber Security, Information Technology or equivalent)

Desirable

- A Post Graduate qualification in IT related field (Computer Science, Information Systems, Cyber Security or Information Technology)
- Other relevant Microsoft, Cisco, VMware & Structured Cabling Certifications

Experience

Essential:

- Bachelor's degree with 5 years' experience in IT sector with at least 3 years managing PABX and VoIP environment or
- Diploma with 7 years' experience in IT sector with at least 5 years managing PABX and VoIP environment
- Prior experience in administering Telecommunications systems.
- Familiarity with working in a University environment with the ability to work effectively with Colleges and Support Divisions is advantageous.
- Experienced with Structured Cabling Projects and a good understanding of different types telecommunication technologies
- Must have prior knowledge of doing documentations and conducting user trainings.

Desirable:

- Experience with Postman and Restful API's.
- Certified by reputable IT vendors.
- Experience in managing IT assets.

8. KNOWLEDGE & SKILLS

- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Work on design and implementation of UC related infrastructure
- Have extensive knowledge and experience with VOIP and UC systems.
- Should be confident working with VOIP SCN environment and monitoring of IP Based Telephone systems.
- Have a good understanding working with GSM, PRI and SIP.

FIJI NATIONAL UNIVERSITY
Job Description



- Extensive knowledge and skills working with different types of Telephone System faults and tracing of cables.

- Good understanding of relevant metrics for telecom networks.
- Have a good understanding and experience with different types of call accounting software.
- Extensive knowledge with Different types of VOIP monitoring software's.
- Have a good understanding and experience working on VMs
- Excellent in Project Management and Reporting.
- Candidate must be experienced in reviewing IT policies & strategies, ensuring availability of all IT related systems.
- Good understanding of technology selection, evaluation and licensing.
- Adaptability – telecom engineers typically work as a member of several teams, which requires flexibility and adaptability. Should be collaborative and comfortable working both individually and with larger groups
- Problem-solving skills – to solve problems. Software, network, and data incidents can happen at any time and it's expected that candidate will research, escalate, and resolve issues effectively
- Analytical thinking – efficiently identifying and analysing problems of existing telecommunications systems and determining the most effective ways of reducing and eliminating future problems.
- 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.

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Director(s), Registrar, Manager(s), Support Staff, Dean(s), Vice Chancellor, Other Staff and students	Daily - Monthly

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

10. JOB DESCRIPTION AND VARIATION TO 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.