

LOCATION	The British International School Abu Dhabi	
JOB TITLE	System Administrator	
JOB PURPOSE	The position is responsible for administering, trouble shooting, improving, upgrade planning and implementation of servers and network in the school.	
REPORTING TO	IT Manager	
DIRECT REPORTS	None	
OTHER KEY RELATIONSHIPS	IT Team, Head of Department/Year groups	
PACKAGE	Competitive	
KEY RESULT AREA		MEASURES OF PERFORMANCE
Primary Responsibilities: <ul style="list-style-type: none"> • Support LANs, WANs, network segments, Internet, and intranet systems. • Maintain system efficiency. • Ensure design of system allows all components to work properly together. • Troubleshoot problems reported by users. • Make recommendations for future upgrades. • Maintain network and system security. • Analyze and isolate issues. • Monitor networks to ensure security and availability to specific users. • Evaluate and modify system's performance. • Identify user needs. • Maintain integrity of the network, server deployment, and security. • Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations. • Design and deploy networks. • Perform network address assignment. • Assign routing protocols and routing table configuration. • Assign configuration of authentication and authorization of directory services. • Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers. • Maintain network servers such as file servers, VPN gateways, intrusion detection systems. • Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. • Maintain high availability and uptime for finance systems, student information systems and site-to-site VPN connectivity. • Identify and reduce the on-premise server footprint. • Liaise with Regional office team to understand and maintain Nord Anglia standards across various platforms. • Provide technical consultancy and training for inter-company projects and incidents. 		Performance Development Plan Performance Appraisal

SA Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements
- Install and configure systems that supports Teaching & Learning infrastructure applications or Asset Management applications.
- Develop and maintain installation and configuration procedures
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Identify approaches that leverage our resources and provide economies of scale.
- Maintain change requests and problem management for infrastructure wide issues.

Operations and Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Provide Tier III/other support per request from various constituencies.
- Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures.
- Coordinate and communicate with impacted constituencies.
- Understanding of ITIL based incident management and change management in operations.
- Review the user access permissions and service availability of key systems
- Out of office hours support (if required) to ensure the IT infrastructure is up and running 24x7.

Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures.

<ul style="list-style-type: none"> • Perform periodic performance reporting to support capacity planning. • Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. • Maintain data center environmental and monitoring equipment. 	
Personal Development <ul style="list-style-type: none"> ▪ Continual development through the identification and implementation of your own Personal Development Plan 	<ul style="list-style-type: none"> ▪ Improved performance ▪ Performance appraisal ▪ Personal Development Plan
OTHER <ul style="list-style-type: none"> ▪ Promote and adhere to the Company Vision and Values: <ul style="list-style-type: none"> ▪ Opportunity - For us, opportunities need to be meaningful, about achieving potential and making progress. ▪ Impact - For us, impact is about making a difference. It needs to be immediate, positive and lasting. ▪ Leadership - For us, leadership is about considering the team's needs as well as your own, setting inspiring examples, being supportive and showing real accountability and responsibility. ▪ Respect - For us, respect is about listening, being inclusive, showing tolerance and getting the little things right ▪ All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation ▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation ▪ Any other appropriate duties as allocated by the Chief Executive Officer 	<ul style="list-style-type: none"> ▪ Valued member of the team and organisation

PERSON SPECIFICATIONS	
Qualifications/Training	
▪ Bachelor (4-year) degree or equivalent, with a technical major, such as engineering or computer science.	
▪ MCSA / MCSE	Essential
▪ CCNA / CCNP	Essential
▪ A+, ITIL & VMWare	Essential
▪ Microsoft Office 365	Essential
▪ CCTV systems	Essential
Experience / Knowledge / Abilities & Skills	
▪ Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.	Essential
▪ Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	Essential
▪ Complex Problem Solving -- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	Essential
▪ Service Orientation -- Actively looking for ways to help people.	Essential
▪ Equipment Selection -- Determining the kind of tools and equipment needed to do a job	Essential
▪ Installation -- Installing equipment, machines, wiring, or programs to meet specifications.	Essential

▪ Technology Design -- Generating or adapting equipment and technology to serve user needs.	Essential
▪ Systems Analysis -- Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.	Essential
▪ Systems Evaluation -- Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	Essential
▪ Monitoring -- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.	Essential
▪ Writing -- Communicating effectively in writing as appropriate for the needs of the audience.	Essential
Personal Attributes	
▪ High levels of personal integrity.	Essential
▪ Excellent organisational and time-management skills	Essential
▪ Attention to detail	Essential
▪ Ability to work under pressure and remain calm	Essential
▪ Willingness to take on multiple tasks	Essential
▪ Proactive and able to prompt others to ensure deadlines are achieved	Essential
▪ Self-motivated and enthusiastic	Essential
▪ Ability to work independently	Essential
▪ Continually strive for improvement	Essential
▪ Adaptability	Essential