

ICT NETWORK ADMINISTRATOR

SCOPE OF RESPONSIBILITIES

The ICT Network Administrator is responsible for the delivering a reliable, secure and efficient network service across the school at all times. They work closely with the Director of Technology and ICT Database Administrator to implement the school's strategy for continuous development of technological infrastructure to support educational and administrative needs.

REPORTS TO: DIRECTOR OF TECHNOLOGY

SUPERVISES: NONE

PERFORMANCE RESPONSIBILITIES

NETWORK ADMINISTRATION

- Maintain network specifications by conferring with users; analysing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- Maintain an efficient network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Maintain network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to Director of Technology and external support as required.
- Secure network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Upgrade network, when required, by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Advise Director of Technology and the Executive Management Team on financial requirements to maintain, protect and develop the network
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Mission statement: We learn together to unlock the opportunities of a changing world

Authorized: International Baccalaureate Organisation, **Accredited:** Council of International Schools and Middle States Association of Colleges and Schools

NETWORK SECURITY

- Monitor network security utilising all available tools including the firewall security systems, antivirus software, updating firmware and utilising other enterprise security providing regular reports on external attacks, command and control requests etc.
- Review and take steps to ensure team members are aware of and follow procedures for responding to power fluctuations, infection by viruses, improper use/access and any other activities.
- Maintain all hardware including switches, access points, fibre and ensuring they are secure and not compromised.
- Implement systems for backup power and support on core network infrastructure so as to prevent student and staff data loss.
- Provide technical training and guidance to ISU network users on the proper use of computers and technology; including training and assistance on intrusion from viruses.

PROVIDE TECHNICAL SUPPORT TO THE DATABASE ADMINISTRATOR

- Support the Systems Administrator with the 'back end support' including ensuring all data is backed up and secured at a secondary site and servers are up to date and have appropriate virus software.
- Provide additional oversight over all servers including VMs and databases ensuring their operating systems are updated, maintained and appropriate levels of security are in place.
- Operate within, and promote a culture of flexibility in hours with ICT support and service delivery to the school.
- Provide Support to the wider ICT Team.

Carry out other duties as requested by the Director of Technology and Head of School.

ACCOUNTABILITY

The ICT Network Administrator reports to the Director of Technology for performance. An annual performance report will be provided by the Director of Technology.

The job holder is also expected to comply with the policies and procedures of The International School of Uganda.

RECRUITMENT CRITERIA

Essential Skills and Education

- Bachelor's Degree in Computer Science, Information Systems, Information Technology or related degree.
- Advanced technical certification e.g. MCSE, CISCO, CCNA Security, CCNA Routing & Switching etc.
- Network design and implementation.
- Excellent written expression.
- Excellent interpersonal skills.
- At least eight years' experience in establishing and maintaining computer networks.

Job related expertise and knowledge

- High proficiency in the use of Microsoft and other office management/support packages.
- Experience deploying and managing servers including back up processes and procedures.
- Lateral thinker who is keen to promote and implement as directed, new technologies and methods.

Date: March 1st 2019