NETWORK ADMINISTRATOR
Professional Grade: CROP Level J

Organizational relationships: The Network Administrator reports to the ICT Manager. As a professional staff of the WCPFC secretariat, you will have the opportunity to grow your skills with ongoing training, internal events and adhoc activities to support the WCPFC's role in the Western and Central Pacific Ocean region. You will take responsibility for 'proof of concept' developments that respond to the needs and reporting requirements of Commission members. Your scope of work covers the entire information technology space implemented at WCPFC, testing, demonstrating and illustrating how the technologies in place can leverage the work of the Commission.

The Network Administrator will take responsibility for:

Monitoring and maintenance of network servers, services and security systems:

- Monitor all Windows servers, storage area network (SAN) and network attached storage (NAS) systems, backup/recovery and redundancy measures, and network devices for performance issues and stability concerns;
- Regular application installations, configurations, and day-to-day administration and support of servers and staying familiar with new versions of applications used on servers;
- Troubleshoot hardware and software issues at server level and at user level as they arise;
- Ensure adequate and proper level of security and permissions to all servers, services and the WCPFC network environment at all times;
- Document issues and associated resolutions to problems; and
- Use knowledge of each of the above listed technologies as related to the issue at hand and provide training to staff in these areas as appropriate.

Monitoring and maintenance of virtualized network environment and services:

- Manage VMware Infrastructure/vSphere clusters on Production, Corporate and Test/Development environments, and administer VMs configurations to get the best performance/resource consumption;
- Responsible for detection of VMware issues, monitoring and ownership of standards and requirements;
- Participate in capacity planning for the infrastructure, provide tools and procedures for resources provisioning, and propose VMs provisioning solutions to be analyzed and/or implemented;
- Document existing and new infrastructure deployments including architecture diagrams, and do pro-active research no new/updated technologies that can improve the WCPFC networking and systems environment; and
- Implement processes to standardize IT practices and procedures, capacity planning and risk or issues management.

System Documentation:

- Responsible for the Information Security Policy implementation and documentation;
- Maintain documentation of the network, including network diagrams, server setup, user access privileges, as well as daily, weekly and monthly tasks lists; and
- Maintain logs on system changes, updates and decommissioning of IT assets. .

SharePoint Administration:

- Understand and deliver aspects of solution delivery lifecycle in creating SharePoint team site, including requirements definition, design, implementation, training and support;
- Communicate and manage existing and new SharePoint based business systems security models, processes and procedures;
- Create and follow database maintenance plans;
- Create, maintain and oversee security for all SharePoint Project sites, department sites, and all objects related to those sites; and
- Conduct training with end users as needed.
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Helpdesk:

- Manage the WCPFC Helpdesk, assignment of tickets and monitor its performance and response effectiveness in support of staff and Commission members;
- Provide IT training for Secretariat staff; and
- Participate in 24x7 system support rotation and handle escalations.

Other Duties:

- Act as ICT Manager as required; and
- Perform other duties as required.

Required Qualifications and Experience:

Essential:
- Bachelors degree in Information Technology, Computer Science and Engineering or related disciplines, including recognized professional certifications;
- Minimum five (5) years work experience with TCP/IP based network environments, such as designing and implementing software infrastructures for Windows based servers and WSUS services;
- Work experience on the installation and support of Microsoft Exchange, SQL Server and SharePoint applications;
- Work experience and familiarity with WiFi networks and networking equipment such as routers, switches, WAN controllers, etc;
- Work experience with cloud environments and virtualization;
- Work experience with web server administration, and support of Internet and web-based applications and services;
- Work experience with Helpdesk administration and support;

- Experience providing training and support to staff and others to improve their skill levels;
- Good communication, documentation and presentation skills; and
- Good teamwork and interpersonal skills.

Desirable:

- Microsoft and Cisco professional certifications;
- Experience with other technologies including open source products such as Drupal;
- Experience with VMware and virtualization technologies; and
- Familiarity with resource sector organizations such as fisheries and their Information Management System applications.