

SAMOA WATER AUTHORITY

Position Description

Position Title:	CIT Administrator
Salary Grade/Range:	Grade 6 (\$34, 600 - \$46, 361 p.a)
Responsible to:	Manager Communications & Information Technology Supervised by respective Section Team Leader
Section:	Systems & Networks, SCADA, GIS
Division:	Communications & Information Technology

Position Overview

The IT Administrator will assist in the design, development and implementation of IT systems, applications, and services of the Authority. They will also be responsible for the installation, monitoring and maintenance of the Authority's Communication and Information Technology Network and associated hardware and software.

The successful candidate will contribute to the improvement of the performance of the IT function through system and network administration, and integration which involves; project planning, feasibility tests, systems/network analysis, business requirements definitions, systems design and development, integration, and maintenance. They will have an excellent ability to solve problems using their in-depth understanding of information systems and computing solutions. The best IT Administrator will also be a team player, can lead teams and willing to handle all support requests with courtesy and professionalism.


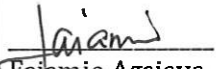

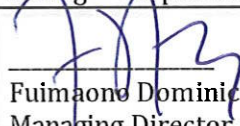
Duties & Responsibilities

1. Monitor, troubleshoot and maintain networks, on-premises, virtual and cloud environments
2. Configure, upgrade, and install new hardware and software to meet corporate objectives
3. Implementing security protocols and procedures to prevent potential threats
4. Oversee digital security, creating user accounts and performing access control
5. Performing diagnostic tests and debugging procedures to optimise computer systems
6. Performing disaster recovery operations, data backups and archiving
7. Designing and implementing efficient end-user feedback and error reporting systems
8. Documenting any processes which users need to follow to successfully work within the Authority's computing system/network and business-specific applications
9. Logging, tracking, and following up issues/faults from creation to resolution in a timely manner
10. Track trends and analyse system inputs to monitor operational efficiency and effectiveness
11. Review training, user, technical and process documentation including maintaining CIT Knowledge Base

12. Supervising, training, and mentoring junior support staff, as well as providing second level IT Systems and Network support
13. Assist with budget preparation. Ensure budgetary adherence on a routine basis
14. When assigned a specific business system to manage and be responsible for, to serve as the Primary Systems Administrator for its users, ensure optimal operational efficiency and effectiveness, assure continuous system functionality, and total system effectiveness, and provide technical support and training for end users
15. Research and prepare technical and administrative reports; prepare written correspondence
16. Keeping up to date with advancements and best practices in IT Systems and Network Administration
17. Any other office related duties required from time to time

Position Requirements

- i. Minimum qualification of a Bachelor's degree in Computer Science, Information Systems, Information Technology, or any related field of study (Essential)
- ii. At least 3 years demonstrated working experience in a systems and network administration role (Essential)
- iii. Microsoft, CompTIA, CISCO Certification or similar (Desirable)
- iv. Working administrative knowledge and experience in managing Microsoft 365 and hybrid environments (on-premises, virtual & cloud technologies), identity protection, information protection, threat protection, security management and data governance (Essential)
- v. Experience with local area network, wide area network and firewall administration (Essential)
- vi. Ability to implement, administer and troubleshoot network infrastructure devices (Essential)
- vii. Ability to quickly learn technologies and products using documentation and internet resources (Essential)
- viii. Familiarity with:
 - a. SQL and database operations (Essential)
 - b. HTML/CSS/JavaScript/ReactJS/Python/API and web development (Essential)
- ix. Good planning, organisational, financial and time management skills (Essential)
- x. Demonstrate critical thinking, analytical and problem-solving skills (Essential)
- xi. Good interpersonal, communication and collaboration skills (Essential)
- xii. Demonstrate Patient and professional demeanour, with a can-do attitude (Essential)
- xiii. Availability outside of working hours to resolve emergency issues promptly (Essential)
- xiv. Valid Driver's License (Desirable)

All signatures to be completed prior to filing		
	Name/Signature	Date
Prepared by	 Saveatama John Jarred Mauli Manager Communications & Information Technology	<u>23/9/24</u>
Review by	 Faiamio Agaiava Team Leader HR	<u>23/09/2024</u>
Verified by	 Ruby Sheck Manager Corporate Management	<u>23/9/2024.</u>
Approved by	 Fuimaono Dominic Faatoialemalu Schwalger Managing Director	<u>24/9/24</u>

