

SAMOA WATER AUTHORITY

Position Description

Position Title:	CIT - Systems Administrator
Salary Grade/Rate:	Grade 6
Responsible to:	CIT Manager
Supervised by:	Team Leader Systems
Division:	Communications and Information Technology

Position Overview:

The Systems Administrator will assist in the design, development and implementation of IT systems, applications and services of the Authority. The successful candidate will contribute in the improvement of the performance of the IT function through system administration and integration which involves: project planning, feasibility tests, systems analysis, business requirements definition, system design and development, integration and maintenance.

The Systems Administrator is responsible for solutions in a growing Microsoft Windows, Linux and VMWare based environment.

Duties & Responsibilities:

1. Align IT system applications for the purpose of following the vision, mission and values of the Authority.
2. Manage the Active Directory administration including DHCP, DNS and Exchange.
3. Manage and maintain installation and configuration procedures.
4. Develop, implement and maintain network/server administrative authorization in alignment with system policies and procedures
5. Perform daily system monitoring, verify integrity and availability of all server resources, system processes and review application logs.
6. Manage server administration and maintenance tasks.
7. Assist in the automation of currently manual repetitive tasks.
8. Manage daily and monthly data backup for core systems.
9. Benchmark, analyze, report on and make recommendations for the improvement and growth of systems and virtual infrastructure.
10. Conduct research on server products, services and standards and best practices for the purpose of remaining current.
11. Actively monitor ticketing system (Spiceworks) and email for new support inquiries and requests.

12. Respond to issues in a timely manner, communicate necessary information to relevant support teams & impacted staff, and document resolution.
13. Complies with and enforces SWA policies and procedures.
14. Any other related duties required from time to time.

Position Requirements:

- Minimum qualification of a Bachelor's Degree in Computer Science or Information Technology, or any related field of study (Essential)
- At least 2-3 years demonstrated working experience in a system administration role (Essential)
- Experience in a Microsoft Windows 2012/2016 Active Directory based environment (Desirable)
- Experience in a largely VMWare virtualised environment (Desirable)
- Working administrative knowledge of several core Microsoft applications - Active Directory, DNS, DHCP, Exchange (Desirable)
- Experience in implementing, maintaining application monitoring tools and supporting integration between existing systems in a complex operating environment (Essential)
- Have sound understanding of system development methodologies (Essential)
- Have demonstrated problem solving/analytical skills (Essential)
- Well-developed communication skills
- Demonstrated inter-personal skills
- Excellent time management skills
- Must be honest and ethical in approach and relationship with others
- Must have the initiative to perform duties within boundaries of given responsibilities
- Must have a clean police record (Essential)

All signatures to be completed prior to filing

	Name/Signature	Date
Prepared by	_____	_____
Reviewed by	_____	_____
Verified by	_____	_____
Approved	_____	_____