

## Position Description

**Position:** IT Systems Administrator

**Department:** IT

**Reports to:** IT Manager

**Direct Reports:** None

### Scope of Role:

The key focus of the IT Systems Administrator will be to maintain, upgrade, develop, configure and deploy systems for our IT environment.

### Key Responsibilities:

- Dealing with day-to-day questions or issues raised by staff or identified by IT in a timely manner.
- Managing, monitoring, configuring and updating our internal and external servers and other hardware in use within the IT environment.
- Researching, testing, configuring and deploying new solutions to improve the IT environment or assist with issues staff have, including developing proposals to present to the IT team, project teams or management.
- Root cause analysis of issues, diagnosis and repair of same in a timely manner.
- Risk assessment, patching, updates and IT security tasks required to minimise IT risk and exposure.
- Scripting, automation, reporting and development of applications for internal systems and cloud hosted solutions, including small applications in C# integrating with ERP and other core systems utilising SQL databases.
- Building, deploying, configuring, updating, training and support of desktops, servers, laptops, portable devices and the applications on each.
- Representing the IT department in meetings when the IT Manager is unavailable.

### Working Hours:

- Enatel operates a Monday to Friday business with hours of operation supported on site by IT between 8AM and 5PM. There is no on-call or overtime requirement for this role, however, some flexibility around hours when occasional after-hours work is required would be desirable.

## General:

- Other internal IT tasks and projects as required.
- Any other reasonable tasks and duties as requested from time to time by your Manager and/or the business.
- Contributes to the achievements of department goals and objectives.

## Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere.

## Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

## Key Relationships:

Internal	External
<ul style="list-style-type: none"> <li>• IT Team</li> </ul>	<ul style="list-style-type: none"> <li>• IT / System Vendors</li> </ul>
<ul style="list-style-type: none"> <li>• Business Managers</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• System User</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

## Person Specification:

Attribute	Essential	Desirable
Skills & Attributes	<ul style="list-style-type: none"> <li>• <b>Functional/Technical Skills</b> – has the functional and technical knowledge and skills to do the job at a high level of accomplishment.</li> <li>• <b>Ethics &amp; Values</b> – Has an appropriate and effective set of core values and beliefs, and acts in line with those values both in good and bad times</li> <li>• <b>Learning on the Fly</b> – the ability to learn quickly in a new environment.</li> <li>• <b>Integrity and Trust</b> – Is seen as a direct, truthful individual; is widely trusted.</li> <li>• <b>Action orientated</b> – enjoys working hard and is full of</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to write technical documentation and to be able to audit systems to create it</li> <li>• Basic physical skills such as running cables, terminating network connections and mounting devices</li> <li>• Confidence and judgement skills to make independent recommendations or decisions to resolve issues</li> </ul>

	<p>energy for the things he/she sees as challenging.</p> <ul style="list-style-type: none"> <li>• <b>Process Management</b> – good at figuring out the processes necessary to get things done.</li> <li>• <b>Problem Solving</b> – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems.</li> <li>• <b>Organising and Planning</b> -Uses resources effectively and efficiently. Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals.</li> </ul>	
Experience & Knowledge	<ul style="list-style-type: none"> <li>• 3-5 Years' experience</li> <li>• Familiarity with: Office, Windows desktops, Windows servers, Linux desktops (Ubuntu), Linux servers, Exchange, MSSQL, MySQL, VMware, C# and Visual Studio.</li> <li>• Testing of patches and updates before applying them company-wide. Monitoring CVEs and patching as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Visual Studio, C#, .Net, HTML, PHP, MySQL and MSSQL and any associated applications from both a developer and administration point of view</li> <li>• Experience with testing of patches and updates before applying them company wide. Monitoring CVEs and patching</li> <li>• Familiarity with IT Security standards and Privacy requirements (e.g. ISO 2700X, GDPR etc.)</li> </ul>
Qualification / Licenses	<ul style="list-style-type: none"> <li>• Applicable tertiary qualification would be an advantage.</li> </ul>	