



# POSITION DESCRIPTION

**Position Title** **Junior Information Systems Administrator**

**Position Summary:** The Junior Information Systems Administrator is responsible for the administration and support of IT systems for Bluesky Cook Islands.

**Department Summary:** The Technology group is responsible for supporting Bluesky Cook Island's market and revenue growth through the ongoing development, implementation and management of Bluesky CI's Cellular, IT and Broadband strategies. The team is also responsible for ensuring all our customers benefit from improved access to reliable cellular and broadband services. The Information Services Team contributes to this by providing all technical support and provisioning of the Information Systems network. The team aims to ensure a quality service at all times to both internal and external customers.

**Role Status:** Full time

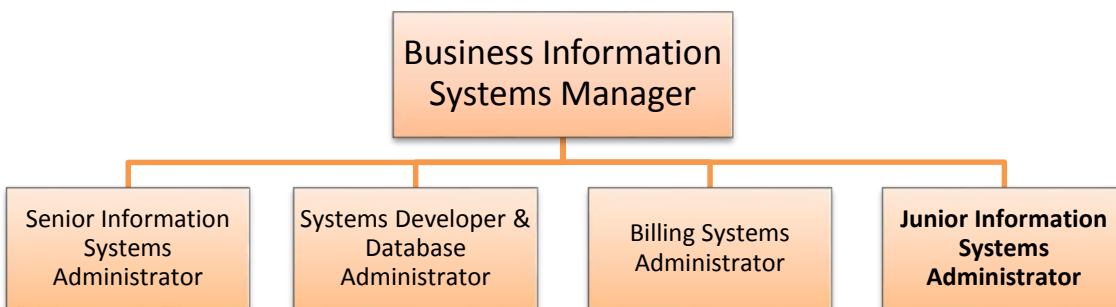
**Location:** Rarotonga, Cook Islands

**Position reports to (role):** Business Information Systems Manager

**Management Unit:** Technology

**Date:** April 2016

## Department Organisational Structure





## Key Accountabilities and Results Areas

<p><b>Internal and external customers receive excellent customer service at all times</b></p> <ul style="list-style-type: none"> <li>• Provides high quality level of support at all times.</li> <li>• Logs support requests and incidents into RT for problem resolution and tracking.</li> <li>• Provides 1st level support for all line of business (LOB) applications.</li> <li>• Follows up on outstanding issues.</li> <li>• Ensures all faults are logged and tracked in incident management system.</li> <li>• Ensures all service operations and callouts are attended to within agreed timeframes.</li> <li>• Is friendly, courteous and helpful when dealing with all customers (both internal and external)</li> <li>• Is always well groomed and wears the BLUESKY uniform with pride.</li> </ul>
<p><b>The network infrastructure is maintained and runs at optimum levels at all times</b></p> <ul style="list-style-type: none"> <li>• Maintain and update Active Directory database. This includes, User details, contacts, extension, titles.</li> <li>• Maintain DHCP and DNS infrastructure for smooth operation of network.</li> <li>• Maintain high availability of VM's on VMware host.</li> <li>• Maintain Storage Area Network (SAN) devices.</li> <li>• Maintain tidiness in server rooms and network patch panels.</li> <li>• Maintain KVM switches are operational at all times.</li> <li>• Ensure Security systems are operating at all times such as Antivirus policy systems.</li> <li>• Proactively monitor network activity.</li> </ul>
<p><b>Ensures company backup and restore systems are operational at all times to ensure data protection</b></p> <ul style="list-style-type: none"> <li>• Manages company backup and restore system.</li> <li>• Proactively monitors backup logs daily and reports any failures to IS Manager.</li> <li>• Prepare Trend analysis of Backup Success Rate.</li> <li>• Log issues/incidents into RT for resolution.</li> <li>• Test backups by following restore procedure on a quarterly basis to ensure backup integrity intact.</li> <li>• Test disaster recovery plans/procedures for doing six monthly test.</li> <li>• Keep procedures and documentations up to date.</li> </ul>
<p><b>Data Archives are maintained in order to optimise storage capacity</b></p> <ul style="list-style-type: none"> <li>• Ensure data are archived to approve medium for long term storage.</li> <li>• Adhere to work schedule for archiving of respective data systems.</li> <li>• Test restore process for data retrieval annually.</li> </ul>
<p><b>Administers all company network printers to enable printing services</b></p> <ul style="list-style-type: none"> <li>• Order and provision printers for deployment when required.</li> <li>• Update printer register and fixed asset register.</li> <li>• Proactively monitor printers by configuring notifications.</li> <li>• Ensure company printers are maintained according to maintenance schedule.</li> <li>• Ensure drivers and manual are stored in its respective locations for support and future maintenance.</li> <li>• Repair all printers promptly.</li> <li>• Ensure all users have access to printers and secondary printers for redundancy.</li> </ul>
<p><b>Administers company desktop workstations (including Outer Islands) so that they all run optimally at all times</b></p> <ul style="list-style-type: none"> <li>• Coordinate the ordering and provisioning of desktop workstations for deployment.</li> <li>• Ensure fixed asset register are up to date and workstation label with asset code.</li> <li>• Ensure company staff are able to access required network resources provided by the company.</li> <li>• Proactively monitor workstations to ensure all running at optimum.</li> <li>• All workstations must be patched monthly.</li> <li>• Ensure all workstations are secured with firewall and antivirus DATs up to date.</li> <li>• Dispose old workstations via e-Waste program.</li> </ul>
<p><b>Administers all company Server hardware so service level agreements are adhere to.</b></p> <ul style="list-style-type: none"> <li>• Coordinate the ordering and provisioning of servers for deployment.</li> <li>• Update fixed asset register and label servers with asset code.</li> <li>• Proactively monitor servers to ensure all running at optimum.</li> <li>• All servers must be patched monthly.</li> <li>• Ensure company servers are in good working order, updated with patches, and antivirus DATs is up to date.</li> <li>• Ensure company servers are secure and protected from unauthorised access.</li> <li>• Maintain servers hardware, plan, repair/upgrade when necessary.</li> </ul>
<p><b>Maintain network security in order to protect company data and services</b></p> <ul style="list-style-type: none"> <li>• Maintain perimeter firewalls</li> <li>• Ensure all servers and workstations are secured on the Company network</li> <li>• Maintain security management system (McAfee Suite, VPN Server, Proxy Server - Barracuda)</li> <li>• Maintain patching systems are up dated periodically.</li> <li>• Resolve non-compliant workstations &amp; servers</li> <li>• Maintain security for network resources, such as File shares, etc.</li> </ul>
<p><b>Contributes to the improvement of business processes to enable Bluesky to maximise its Information Systems capability</b></p> <ul style="list-style-type: none"> <li>• Provide IT support services to other areas.</li> <li>• KVM switch must be reference correctly to each server in the Server Room.</li> <li>• Ensure workspace is tidy at all times.</li> <li>• Proactively engage in team development activities.</li> </ul>



## Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"> <li>• BIS Manager</li> <li>• All Bluesky Management and staff</li> </ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Suppliers</li> </ul>

## Key Requirements and Competencies

<b>Qualifications/ Experience:</b>	<ul style="list-style-type: none"> <li>• Essential: NCEA 3 Level pass.</li> <li>• Desirable: A certificate in computer-related subject.</li> <li>• Microsoft Certified Professional.</li> <li>• Computer Hardware experience.</li> <li>• Microsoft Certified Professional.</li> <li>• Computer Hardware experience.</li> <li>• Experienced in managing workstations.</li> <li>• Experienced in maintaining server products Linux/Windows</li> <li>• Experienced in managing network infrastructure.</li> <li>• Experienced in Help-Desk support.</li> <li>• Experienced in installing and managing network printers.</li> </ul>
<b>Knowledge/ Skills:</b>	<ul style="list-style-type: none"> <li>• Well versed in technology.</li> <li>• A deep understanding of IT systems operation and applications.</li> <li>• Planning skills – a high degree of planning and attention to detail.</li> <li>• The ability to communicate effectively with stakeholders in all situations.</li> <li>• Management skills – time management skills and able to motivate and lead teams to achieve outcomes.</li> <li>• Excellent customer service skills and the ability to leverage customer relationships to achieve sales targets.</li> </ul>
<b>Organisational Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service</b> – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</li> <li>• <b>Learning Agility</b> - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</li> <li>• <b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</li> <li>• <b>Self Management</b> - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement</b> – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.</li> </ul>

## Compliance

<b>Business Compliance:</b>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role</li> <li>• ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<b>Health and Safety:</b>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>



## Vision, Values, Purpose & Our Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"><li>• Customer first</li><li>• Team work</li><li>• Integrity</li><li>• Passion</li><li>• Positive attitude and smile!</li></ul>	We take ownership and always do our best for customers.  We respect and support each other.