



ROLE DETAILS	
Job Title	Network and System Admin
Reports to	IT Operations Manager
Business Unit	IT Infrastructure & Operations
Department	Technology & Transformation

Job Purpose
Responsible for the day-to-day operation and support Schools wired network, wireless network, IT systems, IT security and IP Telephony infrastructure.

Key Accountabilities
<p>Main Duties</p> <ul style="list-style-type: none">● Provide required support to other IT functions and End-User Support concerning network problems, including possible onsite technical support for escalated issues.● Troubleshoot network related issues, adhere to SLA's and OLA's related to IT Infrastructure & services.● Ensure all assets are patched and updated to minimize security breaches.● Perform and configure network switches, routers, basic internet standards & protocols.● Prepare routine reports to highlight IT security issues/concerns/criticalities.● Continuously assess, test, improve and document 24x7 monitoring infrastructure including alarm, logs, and event management.● Applying security and system patches, upgrades & changes as requested.● Implementing and enforcing network security measures set by Manager – Network and Security● Troubleshoot, diagnose, and resolve L1 technical issues related to Network & security hardware and software.● Assess the infrastructure of new business and school buildings, perform gap analysis, tech evaluation and work on putting IT Infra refresh and deployment plans to bring them up to AE's standard.● Work as part of a team to implement the IT infra in the new business sites and perform all needed configuration to join the site with the central infrastructure.● Routine administrating and maintenance of Schools core IT operating systems, active directory, servers, anti-virus, backup, office 365 & google suite and productivity suites.● Installation and upgrade computer components and software, manage virtual servers, and integrate automation processes.● Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.



Specific Duties

- Add and modify IT infrastructure connections and hardware.
- Configure firewalls as per AE standards and policies.
- Troubleshoot IT Infrastructure, including the telephony and security network.
- Provide server, network, firewall utilization, capacity, and performance reports.
- Coordinate security issues with IT Managers and other IT functions.
- Provide L1 incident response support and resolution.
- Ensure all system/network related L1 & L2 tickets are assigned, resolved or escalated following AE's ITSM standards.
- Prepare SOW's, BOQ's, and other IT procurement related documents.
- Assist Managers System / Network & Security in technical assessment of procured and existing technologies.
- Install, configure and uninstall VPN clients and MFA protocols.
- Perform routine/scheduled audits of the systems, including all backups.
- Administration of Active Directory domain controllers and group policies.
- Administration of Microsoft Office 365.
- Configuration and upgradation of Windows and MAC based devices and their management centrally through SCCM and other similar solutions.
- Configuration and upgradation of mobile devices (iOS, Android) and their management centrally through Meraki MDM, Intune and other MDM solutions.
- Set up user accounts and workstations.
- Upgrade systems with new releases, patches, and upgrades
- Support and resolve software and application issues.
- Installation, configuration and maintenance of Servers, Storage, Office 365, SCCM, Virtual Machines and required web apps.
- Configuration and maintenance of back-up

COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal

- IT Support Engineers
- Other IT functions
- Infrastructure team
- IT Management
- Business users and stakeholders

External

- Technical consultants,
- Technicians from vendor sand principal manufacturers.



QUALIFICATIONS, EXPERIENCE & SKILLS

- Diploma/Bachelor of Engineering in Electronics & Communication or Computer Engineering
- Certification: CCNA (minimum) or CompTIA Network+ or equivalent.
- MSCA is a plus
- 5 Years of experience in IT networks & systems

Job Specific Knowledge:

- Knowledge of Network Protocols, network components, network operating systems and Security Standards.
- Hands-on Knowledge of procedures used for installation, modification, maintenance of IT network hardware appliance, virtual appliance, and software.
- E Working knowledge of virtualization, VMWare, SAN/NAS Storage, HCI, etc. Relevant certifications is highly desirable.
- Strong knowledge of Microsoft Azure, O365 and windows Server environment. Relevant certification is a must.
- Excellent hardware troubleshooting experience with IT systems & network technologies.
- Structure cabling / Passive Networking
- Switching, Routing, Wireless experience.
- Experience with firewalls.
- Anti-Virus Administration,

Skills:

- Strong analytical skills
- Good customer service skills
- Strong troubleshooting and problem-solving skills
- Highly self-motivated and directed, with keen attention to detail.
- Strong interpersonal, written and oral communication skills
- Able to effectively prioritize tasks in a high-pressure environment.
- Driver's license and access to a car is a must.

SAFEGUARDING

Kent College Dubai is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Offers of appointment are subject to satisfactory references and police clearance.