

Recruitment Profile

Junior Systems Administrator (Desktop Support)



Managed by: Network Operations Manager
Manages: Nil
Version: February 2008

Overview

The Asia Pacific Network Information Centre (APNIC) is a not-for-profit membership organization which supports the infrastructure of the Internet through technical co-ordination in its service region. The primary activity of APNIC is to act as the Regional Internet Registry (RIR), providing global Internet resources and related services (IPv4, IPv6 and AS Number resources) to its members in the APNIC service region. The membership consists mainly of Internet Service Providers (ISPs), telecommunication organizations and large corporations located in the Asia Pacific. The company, based in Brisbane, Australia, employs over 50 people from approximately 15 nationalities.

Purpose of position

The Network Operations unit is required to provide a high level of internal and external customer service by maintaining computing and network infrastructure. The Junior Systems Administrator assists with the support, deployment, configuration and management of APNIC's computing services and infrastructure, including both internal and external services.

Duties and responsibilities

Specific Duties

1. Internal customer support (Primary role)
 - Support the onsite and roaming users, in their chosen operating environment, with issues concerning the installation and administration of:
 - Desktop hardware and software.
 - Portable computer systems.
 - The local area and wireless networks.
 - Other IT related hardware.
 - Provide timely courteous assistance to all other general information technology or user queries.
 - Maintain and support printing services.
 - Report on user issues, system usage, and faults.
 - Assist the Network Operations Manager or other System Administrators when requested.
2. Application Computing and Infrastructure support
 - Perform the following systems administration tasks in conjunction with other members of the unit:
 - Consult with APNIC staff to determine information needs, data flows, and system definitions
 - Establish and control system access and security
 - Monitor and optimise system performance
 - Initiate recovery plans after system failures
 - Under direction deploy, document and manage system tasks including:
 - Implement data backup and other system backup procedures
 - Manage the retention, distribution and recovery of stored data
 - Coordinate system updates and replacements and upgrades
 - Test and evaluate new equipment and systems
 - Report on deployed systems to the Network Operations Manager and unit members by:
 - Preparing technical reports on the operation and performance of systems
 - Prepare cost-benefit analysis on new and existing systems and solutions
 - Assist in the maintenance and administration of:
 - APNIC core services and network

- APNIC Databases and related software
 - APNIC email lists and list servers
 - Trouble ticket queue states and related software
 - All other applications and systems as directed
3. Systems process and documentation
- Complete and maintain all relevant systems documentation
 - Complete and revise all user facing documentation
 - Participate in the on-call roster as required
 - Assist in purchasing procedures as required
 - Assist with the technical coordination of APNIC meetings
4. Projects
- Undertake specific projects, as directed, with other staff that may include:
 - Deploying systems
 - Researching new technology
 - Developing efficient and effective solutions
5. Personal development
- Have and maintain a high level of ethics and professional competency by:
 - Undertaking professional development
 - Attending appropriate training
 - Maintaining membership in relevant organisations

General Systems Administration Duties, if not included in the above:

- Perform day-to-day user support and systems administration in conjunction with other Systems Administration staff, and Technical staff.
- Under direction, deploy, document and manage systems.
- Report and escalate issues on deployed systems performance/scaling to technical management and group.
- Share Annual Members Meeting technical coordination with other Systems Admin staff.
- For specified projects, define, research, develop and deploy systems in conjunction with other staff (internationally, where relevant).
- Completion and maintenance of all relevant systems administration paperwork.
- Maintain a high level of professional competency by appropriate training and professional development.
- Attend member meetings and/or industry conferences on occasion where required.
- Assist the Network Operations Manager or other System Administrators when requested.
- Participate in the on-call roster when required.

Profile of a suitable candidate

Strong customer service attitude – i.e. approachable, helpful, resourceful
 IT support experience
 Tertiary education, preferably with a technical focus
 Broad understanding of the Internet, networking and related topics
 Good communication skills – clear spoken and written English
 Asian background or experience relevant

Specific qualifications, experience and requirements

Essential:

Degree in Computing Science, Systems Management, Engineering, or Computer Networking (or equivalent experience).

Knowledge of and experience of Desktop support, Internet security and risk management, preferably in a multi-vendor environment.

Minimum 1 years systems administration/Desktop Support experience/knowledge of the following areas:

- Commercial desktop operating system administration.
- Switch and wireless network configuration and management.
- Corporate Application software installation and deployment.
- Corporate end-user support
- C/C++ , Perl and Shell programming experience.

Excellent communication skills.

High level of personal and professional integrity.

Desirable:

Awareness of or qualifications in ITIL

Formal presentation experience.

Ability to speak at least one other language from the Asia Pacific Region.

Membership of relevant professional and industry bodies.

Knowledge or experience of Internet operations groups.