



## POSITION DESCRIPTION

# JUNIOR SYSTEMS ADMINISTRATOR

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TEAM: Technology Services team  
REPORTING TO: Infrastructure Manager  
DIRECT REPORTS: None  
LOCATIONS: Wellington  
DATE CREATED: June 2019

## InternetNZ overview

InternetNZ is the home and guardian of .nz, providing the infrastructure, security and support to keep it humming. We help New Zealanders harness the power of the Internet through our community grants, research and policy. We are champions for an Internet that is accessible, open, and secure for all New Zealanders.

## Purpose

To actively contribute to InternetNZ, managing the day-to-day operations of the environment. This includes effective provisioning, installation/configuration, and maintenance of systems hardware, software, and related infrastructure for the InternetNZ business systems.

Participate in technical research and development to enable continuing innovation within the technical infrastructure.

Ensure that the network, security systems, hardware, operating systems, software systems, and related procedures adhere to organizational values, standards and agreed service levels.

Assist the project teams with technical issues in the initiation and planning phases of our standard project management methodology. These activities include the definition of needs, benefits, and technical strategy; technical analysis and design; and support of

project staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development to production by performing operations activities within the project life-cycle.

Need to have a reasonable level of fitness to lift and move around heavy equipment. After hours and weekend on-call support is a requirement of the position.

## Relationships

### **Internal:**

Council, Group Chief Executive, Organisational Services Team, Technology Services Team, Commercial Team, Outreach and Engagement Team, Policy Team, Research Team, Finance Team, Events Team, Organisational Services Team, and the rest of the InternetNZ team

### **External:**

Third party suppliers, InternetNZ members

## Accountabilities

The position will be accountable for the following organisational responsibilities:

### **Engineering and Provisioning**

- Engineering of solutions for various project and operational needs. Installation and configuration of hardware, services, storage, etc. in accordance with standards and project/operational requirements.
- Develop and maintain installation and configuration procedures. Contribute to and maintain system standards.

### **Operations and Support**

- Provide on-call support for our production systems.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and purged as necessary.
- Investigate and troubleshoot networking and operating system issues.
- Repair and recover from hardware or software failures.
- Coordinate and communicate with impacted users.

## **Maintenance**

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software. Maintain operational documentation.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.

## **Champion and live the team charter**

We build trust, in order to grow as one InternetNZ group:

- We will respect each other.
- We are here to do the best we can.
- We will be better than we were yesterday.

## **Health and safety**

- Take care to ensure the health and safety and wellbeing of not only yourself but also of others during the course of InternetNZ business.
- Follow InternetNZ health and safety guidelines including recording and reporting all hazards and potential risks and following reasonable instructions given by the business.

## **Qualifications and experience**

- Experience managing Linux servers.
- Exposure to configuration management and version control tools is beneficial but not required.
- You will have a bachelor's degree in Computer Science or a related field.
- Have a clear understanding of, and empathy for, Internet NZ philosophy, mission and objectives
- Be customer service orientated
- Be able to manage a variable workload – calm under pressure
- Proven initiative and a self-starter

## **Competencies**

### **Problem solving and analysis**

- Solves day to day operational problems by reference to established procedures.
- Uses initiative and innovative thinking.
- Recognises when problems/issues lie beyond their ability or authority.

## **Communication skills (oral and written)**

- Communicates information politely, clearly and accurately. Actively listens, understands and responds to questions and opposing views in a way that acknowledges the other person's position. Presents their own views assertively and considerately.
- Understands how to communicate publicly. Presents competently, and convincingly.

## **Teamwork**

- Encourages and supports others. Contributes to team activities. Shares workload. Supports team decisions. Shares ideas/information and experience with team members.

## **Self-Management**

- Accepts responsibility for actions and results. Effectively manages their time and priorities to meet deadlines. Shows initiative and acts without waiting for direction. Responds calmly to disruptions and changes. Adjusts own behaviour or approach to result in the best outcome.

## **Stakeholder Service**

- Identifies stakeholder needs sensitively. Acts calmly and confidently with clients. Follows through on client requests. Contributes to improving client service standards.

## **Continuous Learning**

- Welcomes and seeks opportunities requiring new skills and knowledge. Keeps abreast of current or new information. Learns from errors.

## **Ethical Responsibility**

- Make decisions consistent with the safety, privacy and well-being of InternetNZ and their staff, communicating promptly factors that may pose unexamined risks or dangers. Maintain high ethical standards in the performance of duties.