

Keystone Academy
Job Description and Person Specification

Position:	Network and System Administrator
School Section:	Whole School
Reports to:	IT Network Manager
Qualifications:	Bachelor Degree in Computer Science or related areas
Hours of Work:	08:00 – 17:00 on normal days
Period of Appointment:	Full-time

JOB DESCRIPTION

Role Description / Working Relationships

The Network and System Administrator is a member of the Information Technology Department who reports to the IT Network Manager. The Network and System Administrator works closely with IT Network Manager, vendors and IT team to provide and maintain robust network infrastructure and a stable system environment that meet student learning, teaching and communication needs of students, teachers and parents at Keystone Academy.

The Network and System Administrator is expected to:

- Administer the Academy network, network applications and systems under the direction of Network Manager, to ensure the performance of system of network meets the needs.
- Work with Network Manager to design, plan, implement, monitor and oversee the network systems, troubleshoot and provide training as needed;
- To configure, optimize and manage all network systems, responsibilities including but not limited to:
 - Maintaining network components including Internet connection, 3rd and 2nd layer switches, WLAN controllers, iSCSI storage, and etc.;
 - Plans for VLAN, IP addresses, SSO, and NAC;
 - Setup and management of network services such as DHCP, DNS, File server and etc.;
 - Management of security measures including AD, security groups, permissions, Radius, network access control, Firewall, ACL, anti-virus, anti-spam, SSL certificates, and etc.;
 - Management of Exchange, SQL, file, print, streaming, backup/restore server etc.;
 - Solve the issue particular on Outlook of Mac.
 - Management of applications or appliances on IP network including VoIP, IP speaker, IP clock, IP camera, door access control, network projector, and etc.;
 - Maintenance of patches and software updates, and distribution of OS image and applications to Apple and Windows clients;
 - Ensuring network is healthy and foreseeing issues by using network monitoring and management system;
 - Supervision of network equipment of telecommunications risers including cabling, IDC, and distributed UPS.
- Work with Network Manager to develop appropriate procedures and guidelines to ensure the security of all network systems, and the confidentiality of all data residing on Keystone Academy network;
- Perform change management, and conduct test prior to the proposed upgrade or change to ensure the result is as expected;
- Manage IDC infrastructure and equipment in data closet, including usage monitoring and problem-solving

- Virtualization. Manage VMware vSphere 6.x;
- Cabling;
- Server, blade & storage, which is Dell SC storage and Dell M1000e blades based.
- UPS & AC, Process troubleshooting when warning message is generated, and collect the data that uses for green factors.
- Alert system based on SMS.
- Management of systems such as guest registration, attendance, digital signage and etc.
- Design and manage scheduled backup/restore works, and ensure backup/restore works are conducted as expected. Establish contingency plans for addressing emergencies such as power cuts, system faults and equipment damage. Prepare and maintain a plan to meet school's business continual plan and disaster recovery plan.
- Develop and maintain accurate and up-to-date documentation, including:
 - Network Topology
 - Inventory of all equipment on network, cabling details, all servers and storage devices
 - Physical servers and virtual machines running on it
 - Configurations
 - User manuals
 - Step by step setup instruction for network equipment and network applications
 - System, configuration change and event logs on network
 - Procedures
- Manage equipment license to ensure adequate license capacity for network devices and application servers;
- Develop and maintain good relationships with IT vendors and service providers;
- Make recommendations to the Network Manager for improvements to the network and applications;
- Test, evaluate and propose new products and systems that will benefit the Academy;
- Monitor use of all network systems and resources, and report any misuse and/or abuse;
- Coordinate and/or conduct regular network and system user training;
- Performs other duties assigned by the Network Manager that may not be consistent with the qualifications and skills required for this position.

PERSON SPECIFICATION

Personal Skills and Abilities

- Good communication skills and ability to work with teams, teachers, students, parents and vendors;
- Ability and skills to handle problems tactfully and with sensitivity for the end users;
- Ability to handle confidential files and information in a professional manner;
- Ability to organize and analyze complex tasks in a systematic manner;
- Willingness to work additional hours;
- Ability to meet deadlines.

Qualifications

- B.S. Degree in Computer Science or related areas;
- Cisco or Microsoft certificates or similar are preferred.
- Fluency in Chinese and good command of English;
- Extensive skills and knowledge of network, Windows Server, storage, Apple and Linux systems. Experience with a variety of software and programs.

Preferred Experience

- A minimum of 3-5 years successful hands-on work experience of a recent similar position in an institution of a similar size and scope to the Keystone Academy;
- Proven experience on network and application setup as detailed above;
- Strong system-level trouble-shooting skills based on a deep understanding and a solid knowledge of:
 - TCP/IP and 7 layers' applications;
 - Packets capturing and analysis are must have skill
 - Virtualization.
 - Windows systems
 - Storage and Server Backup
 - Clever