
WATER AUTHORITY OF FIJI

**REF: 979 SYSTEMS & NETWORK
ENGINEER
RE-ADVERTISED
(NATIONAL OFFICE)**

Purpose

The Network System Officer is responsible for designing, implementing and monitoring the strategic hardware and network architecture for WAF's hardware network components and telecommunications to ensure the stable operation of the WAF IT assets. The Network System Engineer reports to Manager ICT.

Principal Accountabilities

1. Stable operation of the WAF IT Networks, workstations, IT Security & administration fully assisted
 - Timely and quality assistance provided to Team Leader ICT for the successful achievement of the following:
 - Hardware and network strategic architecture developed in consultation with the Manager IT and other Managers
 - Hardware and network budgets prepared and approved by Manager
 - Procedures for all server backups developed, maintained and monitored
 - Hardware and network operational costs established and arrangement of appropriate cross charging to department users established
 - Limitations of the existing hardware and network equipment identified for investigation of the most appropriate replacement equipment
 - Quality and efficient delivery of the following ensured:
 - Appropriate utilisation of one or more TCP/IP or non-TCP/IP networking protocols and/or one or more UNIX-based or non-UNIX based operating systems
 - Network security including building firewalls effectively planned and implemented

- Host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users managed and monitored regularly.
- Adequate security maintained and ensured in relation to operational work, programs, files, disks, backup procedures etc
- Networks, systems and applications troubleshooted and malfunctions and other operational difficulties identified and fixed in a timely fashion.
- The network system utilisation patterns and their effect on operation/system availability and performance expectations identified
- Onsite and remote technical support provided competently and in a timely fashion
- Timely user notification of maintenance requirements and effects on system availability ensured
- IT Department's policies and procedures administered.
- IT user accounts in active directory (password reset and assigning access / role) updated and monitored
- Active Directory accounts continuously updated and Blackberry and Smart phones configured.

2. Effective telecommunications between all WAF's departments and units

- Telecommunications equipment, software, hardware are developed / implemented / managed / maintained
 - proper procurement and safe delivery of the machines ensured
 - proper testing environment created and fitness to use at WAF established prior to deploying these across WAF.
- Telecommunication bills: effective liaisons with telecommunications companies ensured (Vodafone, Digicel, TFL).

3. Operations of the Call Centre is fully supported

- Mitel PBAX System IP Phones for WAF Call Centre effectively managed and maintained
 - back end support for Call Catch, Call Recording and Call Accounting software for Mitel PBAX System managed
- all new agent, contact client and extension numbers through Mitel PBAX System configured and managed
- Administered Mitel PBAX System for additional licenses on user base and various Mitel application and software
- Queue Management System for WAF Customer managed and maintained

- WAF Wireless Network Connectivity (Central / West) configured, installed and maintained
- All multi-functions printer with toners for WAF (Central / West / North) configured and maintained
- All network connectivity monitored for WA operations using solar wind (LAN, WAN) on 28 sites.

4. Robust technical support provided at all times

- Network infrastructure designed, developed, implemented and maintained
- Complete technical documentation of network infrastructure maintained
- Network support via helpdesk systems for a wide range of internal and external applications provided
- CCTV footage and recovery and technical support monitored and managed
- Problem resolution and project implementation planning successfully done through collaborative efforts with vendors and service providers
- Replacing faulty network hardware components when required
- Provide technical support and administration for Network LAN, WAN Firewall and Security.
- PC / Laptop installation, configuration, maintenance and set - up for end user.
- Worked cross functionally with partners, project management, network software and hardware engineers to build network designs to solve connectivity problems.
- Planned, designed and managed various Caballing projects assigned by Manager ICT.

5. Effective troubleshooting and resolving of complaints

- Regular network troubleshooting activities attended to and network connectivity issues resolved
- Technical issues diagnosed and resolved over the phone or email
- Troubleshooting and configuration support provided for client desktop and networking environment
- Faulty network hardware components replaced when required
- Troubleshooting PCs, laptops and mobile devices and these are resolved in a timely manner via WAF network

6. Timely, relevant and compliant reporting to executives delivered

- All internal and external (if any) reporting requirements in regards to WAF's IT function fully understood and correctly executed
 - Robust and relevant periodic reports prepared and submitted
 - Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making
 - Ad-hoc information request by superiors addressed in a timely manner

7. Teamwork and cooperation

- Cooperation within the team and greater function / department encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Other related duties assigned by the Team Leader ICT / Manager ICT effectively and efficiently addressed

8. Organisational Values promoted and demonstrated at all times

- Support toward the alignment of deliverables to organisational values and strategic directions ensured
- Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured

Knowledge & Experience

- Degree in Information Systems, or Computing Science, or Network Engineering
OR
- Diploma in Information Systems or Computing Science or Network Engineering
- 2 years' experience in ICT related field with degree OR 5 years' experience in ICT related field with Diploma.
- Must have full valid driving license
- Significant experience in the management of hardware and network infrastructure in a medium size organisation
- Solid knowledge of LAN/WAN configurations to include experience with Cisco routers & switches, Internet firewalls, and wireless technology
- Experience setting up and managing database systems such as SQL Server
- Experience with Windows Server platforms with an emphasis on Active Directory
- Knowledge of computer and/or network security systems, applications, procedures, and techniques

- Experience in providing hardware and network services to organisations
- Experience in analysing, interpreting and reporting on hardware and network performance to management

Skills & Abilities

- Promote team morale and build commitment towards a common aim.
- Ensure work delegated is completed in an effective and timely manner, accepts accountability.
- Identify the important issues and select an established procedure to address the problem
- Analyse and propose alternatives to improve activities and results for a work area.
- Utilise time and effort efficiently to complete tasks set by others.

Remuneration

Remuneration will be commensurate with relevant qualifications and experiences.

WHERE TO SEND YOUR APPLICATION

Typed applications must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

Applications should be marked “**Confidential REF: 979 Systems & Network Engineer –Re-advertised (National Office)**” and should be received no later than **3 June 2022** and could be:

Mailed to:

The Manager Human Resources or
Water Authority of Fiji

Hand delivered to:

Human Resources Unit or
Level 3, Manohan Building

Emailed to

hr.recruit@waf.com.fj