



Serving You - Serving the Nation
Re Sebeletsa Uena – Re Sebeletsa Sechaba

JOB PROFILE

1. JOB DESCRIPTION

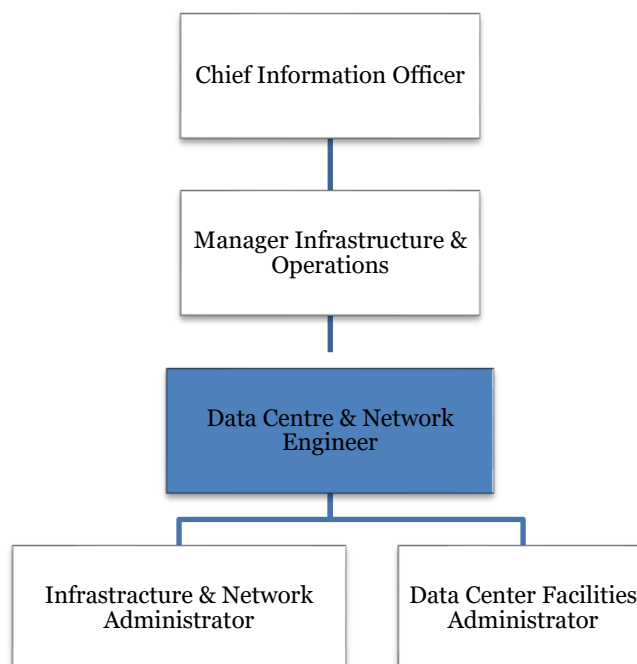
Job Title:	Data Centre & Network Engineer
Work Location:	LRA Head Office
Division:	Operations Support
Paterson Grade: C4	Last reviewed: May 2019

2. JOB PURPOSE

To be responsible for the design, implementation and supervision of secure LAN, WAN, Internet and communication resources and data center facilities.

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with two (2) levels above and one (1) level below.



4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Supervision	<ul style="list-style-type: none">➤ Supervise technical teams to improve performance in the maintenance of hardware and software infrastructure➤ Plan, manage and control resources within the Unit for efficient and effective allocation and utilization➤ Plan and direct employee development, performance management processes and programmes to enhance staff capability and capacity➤ Mentor and Coach Unit team through setting performance targets, giving feedback and addressing limitations in performance and supporting staff to improve performance➤ Implement interventions to ensure a responsive and efficient service to clients➤ Sustain working relationships and Communicate the status, plan of action, and resolution of issues to internal and external stakeholders to enhance a conducive working environment
Infrastructure & Network Administration	<ul style="list-style-type: none">➤ Design network operational status by prioritizing information and managing projects➤ Build, manage and optimize data pipelines to enable faster data access, integrated data re-use for LRA data and analytics initiatives➤ Establish the networking environment by designing system configuration and directing system installation➤ Configure various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)➤ Monitor network engineering performance and ensure system reliability

	<ul style="list-style-type: none"> ➤ Undertake data network fault investigations in local and wide area environments, using information from multiple sources ➤ Respond to and resolve network and datacenter connectivity issues impacting on clients' needs ➤ Implement new solutions to improve resilience of the current network environment ➤ Manage capacity and audit of IP addressing and hosted devices ➤ Collaborate with third-party support and service vendors to ensure that the network stays operational ➤ Monitor performance of network components against KPIs and take preemptive measures to minimize interruptions ➤ Identify opportunities and recommend solutions for improving the overall network health by assessing overall effectiveness and efficiency ➤ Evaluate new technologies and platforms to determine whether their applicability align with businesses needs
Data Center Facilities Administration	<ul style="list-style-type: none"> ➤ Supervise and monitor all data center solutions, including troubleshooting and hands-on support to make sure the data center provides internal and external customers with optimal uptime ➤ Establish that proper security protocols are enabled for all of the equipment and systems in the data center, including network firewalls. ➤ Undertake capacity planning to ensure the data center facilities meet current and expected power and cooling requirements
IT Security Management	<ul style="list-style-type: none"> ➤ Design IT security solutions and specifications in accordance with information security policies and standards

	<ul style="list-style-type: none"> ➤ Perform quality assurance of all IT security implementations and configurations ➤ Research threats and vulnerabilities and, where appropriate, take action to mitigate threats and remediate vulnerabilities ➤ Review, assess, and mitigate penetration tests and vulnerability assessments on information systems and infrastructure ➤ Monitor security vulnerability information from vendors and third parties
Policies, Systems and Controls	<ul style="list-style-type: none"> ➤ Participate in the development of information security policies and procedures ➤ Ensure compliance to internal governance policies for information technology ➤ Define, document and ensure compliance with system standards
Reporting	<ul style="list-style-type: none"> ➤ Provide monthly and quarterly reports on implementation of Sectional initiatives for accountability and performance monitoring

5. Work Conditions

- Work in cold data centers
- Extended hours
- Meetings/Workshops
- Work in remote areas

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Qualifications	<ul style="list-style-type: none">Degree in Computer Science/ Information Technology/Computer Engineering or equivalent
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2. Experience *(minimum necessary experience required)*

Bachelor's Degree	Five (5) years relevant experience as systems and network administrator, two (2) of which must be in a supervisory role
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3. Training *(essential training necessary in addition to the above experience to perform the job)*

<ul style="list-style-type: none">Leadership and Management DevelopmentService Excellence	<ul style="list-style-type: none">ITIL FoundationInformation SecurityIT Systems and ApplicationsDifferent network types (eg LAN,WAN)Total Quality Management
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4. Supervisory Competencies

Team Player: actively able to build effective work teams, willingly works in corporation with others to achieve a common goal

Agility: dynamic and a possibility-oriented thinking

Service Culture: prioritizing customer service in all business activities, decisions and every day operations

Communication: continuous exchange of knowledge, information and ideas in order to clarify, persuade, influence, engage and build trust

Conflict Resolution: mediate and resolve issues within the team and other stakeholders

5. Professional Certification

Any relevant and recognized professional certification

6. Core Competencies

Behavioural Competencies

- Collaborate across departments
- Problem solving
- Influencing others
- Verbal and written communication skills
- Decision making

Functional Competencies (Technical)

- ITIL Foundation
- Information Security
- IT Systems and Applications
- In-depth knowledge OSI model
- IT Service Management
- Switching
- Cabling
- Programming Concepts
- Firewalling
- Current Technology Trends
- Quality and Technology Standards

7. Values

- **We care** – Showing concern for others
- **Responsive** – Reacting quickly and positively to solve client problems
- **Service First** - Serve timeously with a good attitude and empathy
- **Shared Ownership** – sense of ownership in LRA business