

## **Windows and Network Administrator**

### **Reporting Lines:**

Reports to: Production Support Manager (PSM)

Direct Reports: No direct reports

The Windows and Network administrator is a member of the Production Support Group which is charged with maintaining the performance and availability of the production services of the AusRegistry Group and where applicable ensuring that these production services meet or exceed their prescribed SLAs.

The role involves the design and implementation and maintenance of the Office Windows environment and associated systems and software. The environment includes Windows Server and Microsoft exchange as well as the Desktop environment and portable Pc's.

You will be expected to mentor and lead Junior team members in the attainment of knowledge of the Windows environment and desktop support.

As a secondary role you will be expected to assist the Senior Network Engineer with the production Network environment. (Or alternatively support the Senior Linux Systems Administrators in the administration and set up of production Linux environments)

In both roles your understanding of all the systems ensures the quick and effective identification of problems and solutions in cases of a system failure.

As well as these technical skills and knowledge, this role requires that the person possesses solid team skills and ethic, is able to communicate well with others, and understands the importance of the requirement of providing service to end users.

### **Performance Indicators**

The following are general indicators for the Windows and Network Administrator. From time to time these performance indicators may vary and additional indicators may be added.

### **Service Availability and Backup**

Ensure that the availability of all AusRegistry Groups Office Information Technology Services are maintained at the highest possible level. Examples of tasks that may be required to maintain Service Availability include ensuring:

- Server Availability
- Network Availability
- Appropriate Backup facilities are in place and functioning
- Sufficient redundancy for critical components
- Appropriate monitoring and early warning systems are in place and functioning
- Suggestions for improvements are made, and where appropriate, implemented

### **Service Performance**

Ensure that the performance of all AusRegistry Groups Office Information Technology Services is maintained at the highest possible level.

### **Service Security**

Ensure that the security of all AusRegistry Group Office Information Technology services are maintained at the highest possible level.

### **Process and Procedures**

Ensure that the processes and procedures involving all AusRegistry Group Office Information services are kept up to date, and are being followed appropriately.

### **Backup and Recovery**

Ensure that all Windows and network configuration systems have fully functional offsite backups which are checked daily and restore-tested on a quarterly basis. The Windows Administrator is responsible for the Disaster Recovery readiness of the Windows and network configuration/database and will assist and advise the Production Support Manager as to the readiness of these systems.

### **Documentation and Reporting**

Ensure that appropriate diagrams and documentation describing all facets of the Office Information technology environment are kept up to date with all changes and maintained to a high standard.

### **Secondary Role**

Supporting the Senior Network Administrator in the day to day operation of production, test, development and office networks.

### **Key Skills, Experience and Knowledge**

- Knowledge and experience of an in the administration of an Windows and Exchange environment
- Experience with group policies
- Good Windows skills and Experience
- Very strong networking skills
- Experience with IIS and Windows Deployment services
- Experience with fibre Channel SAN technology
- Good mentoring skills
- Strong aptitude to learning new skills
- Strong analytical skills
- Confident and flexible
- Focused on the outcome for the team and the company
- Understanding of the domain name industry
- Understanding of the AusRegistry business