

Position Description

Position Title	Systems Administrator
Post	London
Category	Locally Engaged Staff
Reports to	Counsellor (Management) and Consul-General
Last Review Date	September 2017

About the Post The High Commission represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host country and other countries of accreditation that enables the New Zealand Government to achieve more than they could alone.

The High Commission takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are professionalism, leadership, respect, collaboration and innovation.

About the Position The Systems Administrator is responsible for providing Information Technology (IT), communications security, and security support for all High Commission staff, and some New Zealand agency staff, to help ensure the efficient and smooth running of the offices.

Relationships The position is required to build and maintain the following relationships:

Internal, within the High Commission in London and the Ministry of Foreign Affairs and Trade (MFAT) in Wellington:

- Head of Mission
- Other High Commission staff including NZ Inc agency staff
- Information Management Division (IMD) and Service Centre staff, Wellington

External (outside MFAT):

- New Zealand government agencies (NZ Defence, NZ Police, Internal Affairs)
- UK Foreign and Commonwealth Office (FCO)
- Local trades people, suppliers and contractors

Key accountabilities Note the definition of the following key terms:

- Tier 1 - initial support for basic customer issues (ie gather information, analyze symptoms, determine the underlying problem), requires general understanding of product and services.
- Tier 2 - more in-depth technical support level, requiring more experience and knowledge of particular product or service.

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he position has the following key accountabilities:

IT Support

- Provide comprehensive first and second tier IT support to High Commission ("post") staff and New Zealand agencies, i.e. LANs, servers, desktop PCs, laptops, printers, mobile devices, audio/visual suites by ensuring all IT systems are well maintained with a high level of availability.
- Provide first and second tier support for "other IT systems" at the NZ High Commission, i.e. PABX and internet services, etc.
- Act as the central point for all IT problems at post and log calls to the IMD Service Centre for problems that can't be resolved.
- Provide first and second tier support for security systems at the New Zealand High Commission, i.e. access control, alarm systems, CCTV, combination locks and door hardware.
- Provide support as requested by IMD, to the MFAT Data Centre in the UK, including server and other equipment installations, auditing and documentation.
- Provide IT support for the High Commission's events websites and spreadsheets, e.g. for Royal events ballots and ANZAC Day events.
- Management of the post users' access to MFAT communications systems.
- Provide advice and support on IT projects, suggesting ways that new processes might be used and deployed in a cost effective and beneficial way for the Post.
- Perform duties of Post Communications Security Custodian in accordance with National Standards and Doctrine, reporting any violations or compromises to the Post Security Officer.
- Perform duties of Registrar including the processing of Diplomatic Safehand Mail (inward and outward bags to/from Wellington and posts). Liaise closely with other missions and MFAT mailroom staff to ensure timely deliveries.
- Follow MFAT procedures in identifying IT equipment to be disposed of, seek approval from MFAT Wellington, and maintain the IMD inventory return
- Work with local contractors as required.
- Provide support to IMD – TSS (Technical Support Services) as required including independent visits to other MFAT posts for IT projects and faults resolution, as requested and in agreement with Post management.
- Manage the purchase and contract negotiations of the Post's mobile phones, PABX, landlines and phones, and iPads. Authorise, build and maintain Post's mobile phones when necessary.
- Manage staff IT requirements and systems access for new and transferring staff, via Service Requests.

Organisational Responsibilities

- Ensure all Post policies and procedures are adhered to.
- Contribute to Post projects and emergency response situations.

Knowledge Management

- Contribute to the continuous development of the Post's knowledge base by using the Post's internal systems, sharing information and data with relevant internal stakeholders.

Health and Safety

MFAT is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- complying with reasonable MFAT instructions to ensure MFAT is able to comply with the Health and Safety at Work Act 2015
- cooperating with health and safety policies and procedures
- identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported through the MFAT HR Kiosk
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Qualifications, skills and experience

You must have the following qualifications, skills and experience, including recognised industry/university standard qualification / certification covering some of the technical experience areas listed below:

- Extensive experience of IT and premises security and communications systems environment
 - Extensive experience in the following areas: cabling technologies, i.e. fibre optics, data networking (LAN/WAN); data communications, i.e. modems, routers, switches, protocols such as IP and RS232; cryptographic equipment; Server, PC and MFD printer hardware and software i.e. Windows 7/8/10, Microsoft Office, Visio, Sharepoint, upgrades, builds and maintenance
 - Experience in managing PABX systems, to be able to perform programming changes and make repairs
 - Knowledge and experience for mobile satellite communications systems maintenance and oversight
 - Knowledge of premises security systems and equipment
 - Experience with national and international communications networks
 - Knowledge of secure communications practices
 - Good written and oral communication skills
 - Attention to detail and thoroughness in following through tasks
 - Demonstrated ability to build and maintain effective relationships
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and working within a team

- Project management skills
 - An understanding of procurement processes
 - Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
 - Strong customer focus, with the ability to communicate effectively with a diverse range of people
 - Strong achievement/delivery focus, with high standards of accuracy and attention to detail
 - Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
 - Demonstrated commitment to continuous improvement, including adaptability and openness to change
 - Ability to anticipate issues and problems and think of creative solutions
 - Display personal integrity and an honest and ethical approach
 - Hold a current, clean driver's licence and be able to drive High Commission vehicles (if required) safely in local conditions
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Additional comments

The job holder:

- **must hold New Zealand citizenship;**
 - must have the ability to obtain and maintain **security clearance to the very highest level.**
 - is expected to perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within their experience and capabilities as may be required from time to time.
 - must have the relevant passport or visa to be able to live and work in the United Kingdom.
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