

# Job Description

## Position Overview:

The Systems Administrator plays a critical role in ensuring the smooth operation, maintenance, and optimisation of LMA's IT infrastructure. As a cloud first organisation many of the systems this position is responsible for will be online. The Systems Administrator will work closely with departments, staff, and students to provide technical support and deliver reliable and efficient IT services.

## Key Responsibilities:

### Infrastructure Management:

- Administer, monitor, and maintain LMA's Google Workspace environment, servers, networks, and associated systems.
- Perform regular system upgrades, patches, and maintenance to ensure optimal performance and security.
- Configure and troubleshoot hardware, software, and network components.
- Implement and enforce security measures, including firewalls, intrusion detection systems, and access controls.

### User Support and Training:

- Provide technical support to departments, staff, and students, addressing their IT-related issues promptly and effectively.
- Assist users with software installations, network connectivity, and hardware configurations.
- Develop and deliver training programs to educate users on IT policies, procedures, and best practices.

### System Monitoring and Optimisation:

- Monitor system performance, resource utilization, and network traffic to identify and resolve potential issues.
- Conduct system analysis and performance tuning to optimize efficiency and ensure reliability.
- Proactively identify emerging technologies and recommend improvements to enhance system functionality and security.

### Data Backup and Disaster Recovery:

- Develop and implement backup strategies to ensure the integrity and availability of critical data.
- Test and maintain disaster recovery plans to minimize downtime in the event of system failures or emergencies.
- Conduct regular data backups, perform data recovery when required, and ensure backup systems are functioning correctly.

### Documentation and Reporting:

- Maintain accurate and up-to-date documentation of systems, configurations, procedures, and troubleshooting steps.

- Generate reports and analyse system data to assess performance, identify trends, and propose solutions.
- Collaborate with other IT team members to develop and update technical documentation and standard operating procedures.

### Qualifications and Skills:

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent experience).
- Proven experience as a Systems Administrator or a similar role.
- Strong knowledge of Google Workspace and/or Office 365, Windows, Mac and Linux operating systems.
- Proficiency in network protocols, security, and infrastructure management.
- Familiarity with virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS, Azure).
- Experience with server administration, Active Directory, and DNS management.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and interpersonal skills to interact effectively with users at all levels of technical expertise.
- Ability to work independently and collaboratively in a fast-paced environment.
- Relevant certifications (e.g., Google Professional Workspace Administrator Professional Certificate, Microsoft Certified Systems Administrator, CompTIA Network+) are a plus.

The Systems Administrator plays a vital role in supporting LMA's academic and administrative functions. They contribute to maintaining a reliable and secure IT infrastructure, ensuring seamless access to technology resources for departments, staff, and students.