



JOB DESCRIPTION

Job Title	ICT Systems Administrator	
Department	ICT	
Location of Position	Suva, Head Office	
Reporting to	Manager ICT	
Direct Reports	3	
Delegated Authority	Nil	
Functional Relationships	<u>Internal</u> ICT Manager & Team All FRA Staff	<u>External</u> Vendors & Service Providers External Support Teams

PURPOSE OF ROLE

The ICT Systems Administrator is responsible for the effective planning, deployment, administration, and support of FRA's ICT infrastructure, ensuring secure, reliable, and high-performing systems across on-premises and cloud environments.

The role includes managing virtualization platforms, data center operations, storage, backups/DR, data lifecycle management, and system integration. It also provides advanced technical support, contributes to solution design, enhances automation, and supports modern technologies including SharePoint, AI/automation, and DLP to enable efficient business operations.

The incumbent is also required to support various departmental systems (e.g., GIS, RAMM, Website, Finance, HR, Risk Management, and CRM systems)

KEY DUTIES & RESPONSIBILITIES

1. ICT Infrastructure Management & Maintenance

- 1.1. Oversee day-to-day ICT infrastructure, including servers, storage, systems, backup and networks.
- 1.2. Monitor and ensure optimal uptime and performance of all critical infrastructure.
- 1.3. Manage server virtualization technologies and hyper-converged platforms.
- 1.4. Administer physical and virtual server environments, including provisioning, patching, upgrades, and lifecycle activities.
- 1.5. Monitor hardware health, capacity, and performance.
- 1.6. Coordinate with vendors for maintenance and support.



2. System Administration & Support

- 2.1 Provide Tier 3–5 technical support for FRA business applications and systems.
- 2.2 Manage Active Directory, Entra AD/Exchange Online, and lifecycle administration.
- 2.3 Provision servers, memory, and storage resources based on operational requirements.
- 2.4 Develop and maintain system and user documentation.
- 2.5 Support change management and incident management processes.
- 2.6 Manage website security, SSL/CA certificates, and related security controls

3 System Development, Planning & Integration

- 3.1 Participate in planning and implementation of system upgrades and migrations.
- 3.2 Assist in the evaluation of new technologies, tenders, and system procurement.
- 3.3 Research and recommend improvements to system administration processes.
- 3.4 Support automation and scripting initiatives to enhance operational efficiency.
- 3.5 Prepare and maintain systems architecture, configuration diagrams, and as-built documents.

4 Data Management, Backup & Security

- 4.1 Ensure integrity, confidentiality, and availability of FRA data.
- 4.2 Manage and monitor backup and DR systems, including periodic failover testing.
- 4.3 Conduct vulnerability assessments and ensure remediation.
- 4.4 Support implementation of cybersecurity measures, including patch management, AV, firewalls, logging, and identity security.
- 4.5 Maintain secure access to FRA systems/data centres, DR, and colocation facilities.

5 Virtualization & Data Centre Services

- 5.1 Manage VMware/virtualization stack, including ESXi, vSphere, and VSAN.
- 5.2 Monitor and administer SAN storage systems.
- 5.3 Manage data centre environmental dependencies (UPS, power, cooling) in collaboration with facilities teams.
- 5.4 Perform scheduled maintenance and support after-hours activities as required.

6 GIS Portal & Business Application Support

- 6.1 Support the GIS portal infrastructure and data integration.
- 6.2 Work with business units (Web team, GIS, Finance, HR, Risk, CRM) to ensure system availability and performance.
- 6.3 Assist with integration and troubleshooting to support operational workflows.

7 Cloud Computing & Identity Services

- 7.1 Manage hybrid cloud services, including Azure AD, Exchange Online.
- 7.2 Ensure secure configuration, monitoring, and optimization of cloud platforms.
- 7.3 Assist with cloud migration activities and adoption of new cloud services.



8 Compliance, Reporting & Documentation

- 8.1 Ensure systems and controls align with FRA ICT policies, procedures, and security frameworks.
- 8.2 Maintain accurate documentation of hardware, systems, and licenses.
- 8.3 Provide system health, capacity, and performance reports.
- 8.4 Ensure risk register entries are kept current.

9 Other Responsibilities

- 9.1 Coordinate with ICT teams to ensure service quality and timely issue resolution.
- 9.2 Support internal/external audits and compliance needs.
- 9.3 Participate in continuous service improvement and quality initiatives.
- 9.4 Assist in planning, deployment, and administration of SharePoint, cloud collaboration platforms, and data lifecycle management.
- 9.5 Support implementation and governance of Data Loss Prevention (DLP) solutions and related security technologies.
- 9.6 Participate in AI/automation adoption initiatives to optimize ICT workflows and business processes.
- 9.7 Support data migration projects (on-prem to cloud/system upgrades), ensuring integrity, availability, and continuity.
- 9.8 Maintain awareness of emerging technologies (AI/ML, Zero Trust, SASE, CASB, SOAR) and recommend adoptions where beneficial.
- 9.9 Perform other duties as assigned by the Manager ICT and CEO.

COMMON ACCOUNTABILITIES

- Ensure full compliance with applicable laws and delegated authority.
- Uphold FRA policies, including procurement, contract management, asset disposal, and service requests.
- Maintain risk management practices.
- Support business continuity and operational recovery plan development and testing.
- Ensure timely and accurate reporting on performance indicators.
- Promote positive stakeholder relationships and protection of the FRA's reputation.
- Ensure value for money and strategic alignment of ICT.

General Management

In all decision-making (at all levels), identify all reasonably practicable options for achieving the objective of the decision and assess the economic, environmental, and social impacts of each option in order to identify the preferred option.

In all work relating to the Officer's particular area of responsibility, be satisfied that value for money is being achieved – and that the roads are being managed in the most effective, efficient, and optimized way possible – in a manner that will ensure preservation of their long-term service capacity and integrity.

- Protection of the Authority's intellectual property rights.
- Protection of the Authority's reputation.
- Good public relations.



Emergency Management

Contribute to the formulation of, participate in the preparation of, and participate in regular training relating to a Business Continuity Plan and an Operations Recovery Plan.

Personal Performance

The personal performance of all employees will be evaluated against their respective Specific Accountabilities and these Common Accountabilities annually, following submission of the FRA's Annual Report to the Minister.

The Manager of ICT will appraise the performance of the Systems Administrator.

POSITION SPECIFICATIONS

- Bachelor's degree in information technology, Computer Science, or related discipline.
- Vendor certifications (e.g., VMware, Microsoft 0365, AWS, CompTIA Server).
- Minimum 5 years' experience in enterprise ICT roles.
- Hands-on experience with VMware/virtualization, servers, and SAN storage systems.
- Experience with data backup solutions (Veeam, Rubrik), DR planning, and testing.
- Demonstrated skills in Active Directory, Azure AD, and Exchange Online.
- Knowledge of cybersecurity controls and endpoint hardening.
- Experience with data centre operations and monitoring tools.
- Strong analytical and troubleshooting capability.
- Technical documentation ability.
- Ability to work under pressure with minimal supervision.
- Strong customer service and communication skills.
- Strong integrity, confidentiality, and professionalism.
- Valid Group 2 Driver's License; ability to travel locally/internationally.

KEY COMPETENCIES

- Technical and cybersecurity expertise.
- Problem solving & analytical thinking.
- Teamwork and stakeholder collaboration.
- Attention to detail and accuracy.
- Innovation and adaptability.
- Data-driven decision-making.
- Strategic/solution-oriented mindset.
- Resilience under pressure.
- Customer-centric service delivery.

Name	
Designation	
Signature	
Date	