

**Job Title: Network Administrator**

**Company:** LIAT (2020) Limited

**Location:** Antigua & Barbuda

**About LIAT2020:** LIAT (2020) Limited is an innovative and dynamic start-up airline on a mission to connect the sub region with the rest of the world, disrupting the regional the aviation industry by providing affordable and efficient travel solutions. Committed to delivering a seamless and exceptional flying experience, we prioritise sustainability and profitability. As we embark on this exciting journey, we are seeking a highly experienced and skilled Network Administrator or managing and maintaining the network systems that support various operations within the airline.

**Our Company Culture:**

Recognising that our employees have choices, we place a strong emphasis on creating and maintaining a positive working culture. Our company thrives on a friendly and informal work environment where everyone, regardless of their position, is treated with respect and consideration. As a valued team member, you will play a crucial role in supporting this positive work environment.

**Position Overview:** To provide support in the management and maintenance of LIAT2020's network systems (hardware and software). The Network Administrator will play a critical role in maintaining the technological backbone of the LIAT2020, ensuring that the network infrastructure supports its operational delivery securely, efficiently, and reliably.

**Key Responsibilities:**

**1. Network Infrastructure Management (includes all hardware, software, servers, and back-up power supplies (Ups)):**

- Design, implement, and manage the airline's computer networks, including local area networks (LANs) and wide area networks (WANs).
- Ensure the reliability, availability, and performance of the network infrastructure.

**Hardware**

- a. Ensure that the network hardware remains visibly clean and in working condition.
- b. Network devices are in optimal operation at all times.
- c. Monitor and report incidents using the remote monitoring tools of the hardware (IDRAC for Servers, Console for network devices, etc.)
- d. Backup Power Supplies
- e. Monitor the UPS and indicate faults and flaws.

**Software**

- a. Windows Server updates
- b. Virtualization platform updates
- c. Endpoint malware Updates
- d. Network equipment firmware updates.
- e. Monitoring solutions software updates
- f. Patch notification monitoring.

**Networking Equipment and Optimisation**

- a. Continuously evaluate and optimize network configurations to enhance performance and efficiency.
- b. Implement network upgrades and enhancements as needed.
- c. Ensure that network outlets are secured.

- d. Ensure that network cabling is maintained.

#### **IP Telephony**

- a. Support IP Telephony environment (3CX)
- b. IP Telephony monitoring and updated.
- c. Ensure that the wireless equipment remains free from damage and visible damage is reported.
- d. Ensure that all networking equipment during working hours are at their optimum.

#### **Capacity, Network Planning and Expansion:**

- e. Participate in strategic planning for network expansion and improvement projects.
- f. Collaborate with vendors to evaluate and procure network equipment and services.
- g. Server hardware monitoring and management
- h. Monitor network traffic and plan for network capacity expansion based on the airline's growth and evolving technology needs.
- a. File server resource management.
  - i. Repository management (ManageEngine Suite)

#### **3. Security and Compliance:**

- a. Implement and enforce security measures to protect the airline's network from unauthorized access, cyber threats, and data breaches.

#### **4. Vendor Management:**

- a. Work with network equipment and service vendors to procure, install, and maintain network hardware and software.
- b. Evaluate vendor performance and negotiate contracts.

#### **5. Virtualization platform data management:**

- a. Patching
- b. Updating
- c. Monitoring & reporting
  - i. Usage statistics
  - ii. Fault reporting
- d. Vendor troubleshooting support.

#### **6. Performs Systems' backups.**

- a. Monitor network performance and identify and resolve issues promptly to minimize downtime.
- b. Conduct regular assessment and audits to ensure optimal network health.

#### **7. Supports the WAN environment.**

- a. Monitor and report all connectivity issues.
  - i. ATM connectivity issues
  - ii. Site connections issues
  - iii. Infrastructure connectivity issues
- b. Resolve issues pertaining to WAN connectivity.
  - i. Liaise with relevant ISPs for support and resolution of connectivity issues.
- c. Assist in planning for WAN deployments.

#### **8. Assist with helpdesk issues.**

- a. Assist in maintaining Help Desk Log
- b. Provide technical support to end-users for network-related issues.
- c. Assist in troubleshooting network connectivity problems and providing solutions.
- d. Monitor and maintain end user access to external resources.
- e. Report observed compromises to the infrastructure.
- f. Monitor system backups and replication.

- 9. Assist the internal and external developers.**
  - a. Assist with script development for automation.
  - b. Assist with end user requirement documentation.
- 10. Support database environments (MS SQL, MYSQL)**
- 11. Support email environments (MS Exchange, Office 365 Email & Other email platform) and Office 365 Platform**
- 12. Monitor and maintain end user access to external resources.**
  - a. Limited firewall management
  - b. Limited network switch management
- 13. Incident Response**
  - a. Develop and implement response plans for network security incidents.
  - b. Investigate and mitigate security breaches.
- 14. Monitor and Maintain information system documentation.**
  - a. Maintain comprehensive documentation or network configurations, protocols, and procedures.
  - b. Update relevant system documentation as changes occur.
  - c. Monitor and maintain end user access to external resources.
  - d. Report observed compromises to the infrastructure.
  - e. Implement and manage network backup and recovery procedures to safeguard critical data and ensure business continuity.
- 15. Assists with delivering excellent service to the members who subscribe to IT based services by troubleshooting issues as they occur.**
- 16. Perform other related duties as assigned by the Line Manager**

**Required Core Competencies, Experience, and Qualifications:**

- Proficiency in troubleshooting and Problem Solving
- Current with industry best practices and regulatory requirements related to network security.
- Excellent interpersonal and communication skills – can maintain confidentiality & is tactful.
- Excellent analytical and time management skills
- A minimum of five (5) years' experience in a similar role (in a position requiring Information Technology & Networking)
- Experience in working with multi-tenant institutions.
- Experience in working with distributed office environments.
- Proficiency in Windows Server Operating Systems
- Proficiency in Microsoft Office 365 Business solutions including "E" class licenses.
- General AI Knowledge
- Cybersecurity knowledge a plus
- Bachelors Degree in Information Technology (Networking minor) or Computer Science or associate degree with Competent Network certification – CCNA, CCNP or CompTIA Network+
- Commitment to continued learning and personal development.

**Benefits:**

- Competitive remuneration package
- Opportunity to shape the strategic future of a revamped regional start-up airline.
- Exciting, collaborative, and innovative work environment

*This is a description of the job as it is presently constituted. In order to support the company's efforts to attract and retain the ideal incumbent to perform the duties, it is normal practice to periodically review job descriptions for current and accurate relevancy, as jobs change over time and job descriptions need to be reflective of these changes. The review process is a collaborative effort involving the position supervisor and the employee performing the job. You are therefore expected to participate fully in such discussions. In all cases, it is LIAT20's aims to reach agreement on reasonable changes, but where it is not possible to reach agreement LIAT reserves the right to make reasonable changes to your job descriptions which are commensurate with the company's objectives and your grade after consultation with you.*