

Job Profile

PROFILE INFORMATION			
JOB TITLE	LAN ADMINISTRATOR		
JOB CLUSTER AND RANK	Border Guard		
REGION/DIVISION	ICT		
LOCATION	Head Office		
MANAGER/SUPERVISOR	Senior Manager: ICT		
SUPERVISION	None		
PEER RELATIONSHIPS	OTHER LAN ADMINISTRATORS		
LIAISON	INTERNAL	All Business Units	
	EXTERNAL	None	
Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Network Infrastructure Management	<ul style="list-style-type: none"> Design, implement, and maintain Local Area Network (LAN) infrastructure. Troubleshoot and resolve issues related to LAN connectivity, performance, and security. Regularly update and patch network equipment and firmware. 	30%	<ul style="list-style-type: none"> Network uptime and availability. Response and resolution times for LAN-related incidents. Implementation of security measures and compliance with network policies.
User Support and Training	<ul style="list-style-type: none"> Provide technical support to end-users regarding LAN connectivity and related issues. Conduct user training sessions on network usage and best practices. Collaborate with helpdesk to address and resolve user-reported LAN problems. 	20%	<ul style="list-style-type: none"> User satisfaction with LAN support services. Number of successfully resolved user issues. Effectiveness of user training programs.
Network Monitoring and Optimization	<ul style="list-style-type: none"> Implement network monitoring tools to proactively identify and address performance issues. Optimize LAN performance through regular analysis and adjustments. Recommend and implement improvements to enhance network efficiency. 	30%	<ul style="list-style-type: none"> Proactive issue identification and resolution. Network performance metrics and optimizations.



			<ul style="list-style-type: none"> • Successful implementation of recommended improvements
Documentation and reporting	<ul style="list-style-type: none"> • Maintain comprehensive documentation of LAN architecture, configurations, and changes. • Generate regular reports on network performance and incidents. • Collaborate with IT teams to update overall system documentation 	20%	<ul style="list-style-type: none"> • Accuracy and completeness of network documentation. • Timeliness and quality of performance reports. • Compliance with documentation standards

Minimum Experience	<ul style="list-style-type: none"> • Minimum of 3 years' experience as a WAN Administrator or in a similar role.
Knowledge	<ul style="list-style-type: none"> • In-depth knowledge of LAN protocols, architectures, and technologies. • Proficient in the configuration and management of networking equipment (routers, switches, firewalls). • Familiarity with security best practices and protocols. • Strong troubleshooting and problem-solving skills. • Excellent communication and interpersonal skills.
Professional registration or license requirements	<ul style="list-style-type: none"> • None
Other requirements	<ul style="list-style-type: none"> • Flexibility in working hours will be required to meet demands of the role. • May be required to work overtime. • Valid driver's License

COMPETENCIES		
VALUES	FUNCTIONAL	BEHAVIOURAL ATTRIBUTES (ENABLING)
<ul style="list-style-type: none"> • Excellence • Integrity • Innovation • Professionalism • Teamwork and Collaboration <ul style="list-style-type: none"> • Vigilance • Commitment. • Dedication. 	<ul style="list-style-type: none"> • Expertise in LAN design, implementation, and management. • Proficiency in network monitoring tools and optimization techniques. • Ability to document network configurations and changes accurately. 	<ul style="list-style-type: none"> • Analytical • Change, Adaptability & Flexibility • Client Orientation and Customer Focus <ul style="list-style-type: none"> • Critical Thinking • Conceptual Thinking • Decision Making & Problem Solving <ul style="list-style-type: none"> • Diversity • Empathy • Initiative/ Perseverance • Interpersonal Relations • Planning & Organising



		<ul style="list-style-type: none">• Resilience• Self-Motivated• Proactive and detail-oriented approach to problem-solving.• Effective communication with end-users and team members.• Ability to work collaboratively in a team and independently when required.
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