

Job Profile

PROFILE INFORMATION			
JOB TITLE	WAN ADMINISTRATOR		
JOB CLUSTER AND RANK	Border Guard		
REGION/DIVISION	ICT		
LOCATION	Head Office		
MANAGER/SUPERVISOR	Senior Manager: ICT		
SUPERVISION	None		
PEER RELATIONSHIPS	OTHER WAN ADMINISTRATORS		
LIAISON	INTERNAL	All Business Units	
	EXTERNAL	None	
Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Wide Area Network Design and Implementation	<ul style="list-style-type: none"> Design, implement, and manage the organization's Wide Area Network (WAN) infrastructure. Ensure secure and efficient data transmission across geographically distributed locations. Collaborate with vendors to evaluate and implement new technologies for WAN improvement 	30%	<ul style="list-style-type: none"> Reliability and scalability of WAN infrastructure. Successful implementation of new technologies. Security and compliance of WAN connections.
WAN Performance Monitoring and Optimization	<ul style="list-style-type: none"> Utilize monitoring tools to assess and optimize WAN performance. Analyze network traffic patterns to identify and resolve performance bottlenecks. Implement Quality of Service (QoS) policies to prioritize critical traffic.. 	30%	<ul style="list-style-type: none"> Network latency and bandwidth utilization. Improvement in WAN performance metrics. Effective implementation of QoS policies.
Security and Compliance	<ul style="list-style-type: none"> Implement and maintain security measures to protect WAN infrastructure. Ensure compliance with regulatory requirements related to data transmission. Conduct regular security audits and risk assessments for the WAN 	20%	<ul style="list-style-type: none"> Security incident frequency and resolution. Compliance with data protection regulations. Successful completion of security audits



Disaster Recovery and Redundancy	<ul style="list-style-type: none"> • Develop and maintain WAN disaster recovery plans. • Implement redundant connections and failover mechanisms for critical network paths. • Test and update disaster recovery procedures regularly. 	20%	<ul style="list-style-type: none"> • Recovery time objective (RTO) in the event of a WAN failure. • Effectiveness of redundancy measures. • Successful completion of disaster recovery tests
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MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE

Minimum Qualifications	<ul style="list-style-type: none"> • Matric/Grade 12/ • Diploma/Bachelor's degree in Computer Science, Information Technology, or a related field. • Certification in relevant networking technologies (e.g., Cisco CCNA)
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 WAN 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 • Vigilance • Commitment. • Dedication. 	<ul style="list-style-type: none"> • Expertise in WAN 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 • Critical Thinking • Conceptual Thinking • Decision Making & Problem Solving

		<ul style="list-style-type: none">• Diversity• Empathy• Initiative/ Perseverance• Interpersonal Relations• Planning & Organising• 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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