JOB DESCRIPTION

IT Administrator - Server

FinCorp — Forward Finance

Purpose

The IT Administrator - Server is responsible for the management, maintenance, and optimization of Fincorp's server infrastructure, including physical and virtual servers, backups, replication, storage systems, and hybrid Active Directory (AD) and Azure AD environments. This role involves deploying, configuring, and troubleshooting server hardware and software, ensuring seamless integration between on-premises and cloud-based systems. Key duties include overseeing patch management, backup and disaster recovery solutions, managing virtualized environments (e.g., VMware/Hyper-V), administering identity and access management (IAM) across hybrid AD and Azure AD, and enforcing security best practices. Additionally, the role supports other IT infrastructure by monitoring system health, automating processes, and collaborating with IT teams to enhance performance, scalability, and business continuity. By maintaining a secure, reliable, and high-performance IT environment, this role minimizes downtime, safeguards critical data, and enables seamless operations across the organization.

Role Dimensions

Reports to:	Senior Infrastructure Manager
Department:	Information Technology
Job Level:	Team Leader
Location:	Head Office, Port Moresby
Direct Reports:	-

Person Specifications

- Diploma in IT and/or minimum of 3-5 years in IT support, with demonstrated experience in desktop, server, backup and virtual systems.
- Solid experience with Windows and Linux Servers.
- Skilled in Microsoft 365 administration.
- Knowledge in using VMWare, Veaam Backup & Replication, Endpoint security applications.
- Proficiency with IT Service Management tools and asset management.
- Industrial certifications such as CompTIA Server+ or Microsoft Certified Professional are a plus.
- Knowledge of ITIL principles and practices, with experience using ITSM systems.

- The ability to communicate clearly and precisely with senior level staff including Executive Leadership Team members.
- Proven ability to train, lead and motivate and encourage staff training and development.

Core Competencies

- Service-oriented person, with proven success and quality delivery.
- Professional with strong integrity and highly motivated.
- Level-headed, resilient and calm under pressure.
- Ability to deal with ambiguity, have a "can do" work ethic and high energy.
- Excellent communication skills (written and verbal).
- Ability to influence and persuade, working across a range of internal clients, stakeholders, and external vendors at various levels.
- Sound interpersonal skills.
- Sound planning, organisation and problem-solving capabilities.
- Ability to articulate technical information to non-technical audiences.

Role Specific Areas of Responsibility

Operational/	• Assess, plan and monitor security measures to protect FinCorp's computer systems. • Monitor endpoint management, patch management, anti-virus management, software updates, incident management, policy compliance, providing timely and regular update reports. • Deploy and configure physical and virtual servers to support Fincorp's operational needs. • Oversee patch management for servers, ensuring timely application of security patches and software updates. Maintain compliance with Fincorp's patch management policies and industry standards. • Design and implement backup strategies for critical server data, configurations, storage systems and ensure business continuity. • Administer storage systems, including SAN, NAS, and direct-attached storage, to ensure high availability and performance. • Capture and monitor any IT incidents/issues daily by 8.30am (work week), immediately informing the appropriate team/s on any anomalies or situations. • Ensure compliance with Fincorp's security policies and relevant regulations (e.g., GDPR, SOC 2). • Conduct regular security audits and vulnerability assessments for server infrastructure. • Understand nature of issues, assess turnaround times and how to apply the most appropriate resolution. • Ensure Information Security policies, procedures, standards, and guidelines are written, updated, executed and enforced. • Review violations of computer security procedures. Follow up any violations with the violator and their direct manager to ensure violations are not repeated. • Collaborate with other IT teams (e.g., network administrators, application developers) to support integrated systems. • Assist in IT infrastructure projects, such as system migrations, upgrades, or cloud transitions. • Provide technical support and training to IT staff and end-users on server-related systems. • Ensure that all issues are resolved and user requests are managed and delivered within the Service Level Agreements. • Ensure escalated issues to vendor support are resolved within the 3rd Party Service Level Agreements. • Evaluate software alternatives for FinCorp that aim to improve efficiency, communicating requirements clearly with vendors and ensuring solution implementations are within agreed scope, time and cost guidelines. • Ensure monthly reporting to the Senior Infrastructure Manager and Head of Information Technology covering but not limited to, Technician non-compliance, ITD SLA breaches & violations, FinCorp staff non-compliance, recurring requests, performance comparisons, recommendation for improvement and identified vulnerabilities and fixes. Quarterly review of user access for all IT systems and networks.
Leadership & Communication	• Lead by example in adhering to Company Policy and procedures, especially when upholding the security and confidentiality of all systems and networks and maintaining compliance of IT policies and processes. • Develop and maintain good working relationships with customers and users. • Coordinate with users on their compliance expectations. • Allocate time to learn and develop skills.

	- Educate users and promote security awareness and compliance requirements to all FinCorp staff, develop and/or update training materials as required. Training new and existing staff in new system/network functions & procedures, as requested. - Regularly distribute 'IT Tips and Techniques to the business, (minimum of two weeks before every quarter) and more frequent communication as required. - Demonstrate management effectiveness that inspires confidence, promoting teamwork, respect and personal & professional mentoring. - Directly responsible for implementing the ISMS Policy. It is the responsibility of each employee of FinCorp, as well as relevant adjunct business partners, to adhere to the ISMS Policy.