



## POSITION DESCRIPTION

**Position Title:** Senior Systems Engineer-Data & Content

**Role Status:** Full Time/ Non exempt

**Location:** Ili'ili, American Samoa

**Reports to:** Technical Manager – Data & Content

**Business Unit:** Technical Support Center

**Date:** October 2021

### Position Summary:

Maintain and manage internal IT Systems that support business operations. Manage and maintain external facing systems for vendors and customers. Maintain high availability and ensure upgrade paths and requirements are met. Work with business teams to ensure services are functioning correctly.

### Key Accountabilities and Results Areas (to be discussed with Manager)

#### Major Responsibilities

- Manage and maintain server environment- Microsoft/Linux Environment
- Manage company's off island data capacity and bandwidth
- Implement traffic shaping rules, policy and access controls for data
- Provide and manage key customer interface for service delivery and support
- Manage and maintain video content for company
- Provide and manage backup and routing capabilities for data bandwidth
- Maintain internal ICT and Data Infrastructure
- Implement and backup policies according to company guidelines
- Provide support for hosting Virtual Environment and storage network
- Manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems.
- Maintain and administer monitoring platform
- Management of DNS services
- Negotiate with vendors, outsourcers, and contractors to secure network products and services
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts
- Test network performance and provide network performance statistics and reports; develop strategies for maintaining network infrastructure
- Provide technical trainings as applicable to internal teams

#### Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"><li>• CEO</li><li>• CTO</li><li>• Technical Managers</li><li>• Technical Staff</li><li>• Bluesky Staff and Managers</li></ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"><li>• Suppliers</li><li>• Customers</li></ul>

## Key Requirements and Competencies

<p><b>Qualifications/ Experience:</b></p>	<ul style="list-style-type: none"> <li>• IT Certifications (N+, CCNA, CCNP Etc, preferred)</li> <li>• MS Certification or 5+ years proven experience in server-side technologies</li> <li>• Bachelor’s degree in relevant business field (Engineering, Computer Science, Business Management, Operations Management, etc.) a plus</li> <li>• 5+ years’ experience in systems administration and management (Telecommunications industry experience a plus)</li> </ul>
<p><b>Knowledge/ Skills /Ability:</b></p>	<ul style="list-style-type: none"> <li>• Experience in Server deployment, management and upgrades</li> <li>• Experience in network management</li> <li>• Knowledge in desktop setup/deployment (client-server setup)</li> <li>• Experience planning and complying with network security requirements</li> <li>• Experience in documentation and maintaining records</li> <li>• Ability to work with external and internal teams on a technical level</li> <li>• Aptitude for quickly learning technical and procedural topics</li> <li>• Strong written, verbal and presentation communication skills</li> <li>• Ability to work varying work schedule based on operational needs (i.e. on call; respond to emergency calls)</li> <li>• Strong analytical and organizational skills</li> <li>• Excellent team-working skills, stress resistant</li> <li>• Excellent customer service abilities</li> <li>• Ability to take initiatives and make decisions</li> </ul>
<p><b>Organisational Competencies:</b></p>	<p><b>Customer Service</b> – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</p> <p><b>Learning Agility</b> - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</p> <p><b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</p> <p><b>Self Management</b> - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</p> <p><b>Continuous Improvement</b> – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.</p>

## Compliance

<p><b>Business Compliance:</b></p>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> <li>• Demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role</li> <li>• Ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<p><b>Health and Safety:</b></p>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification.</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Purpose, Values, & Way

Our Vision	Our Purpose	The Bluesky Way	Our Values
<p>To be the most recognised and preferred company for connecting our Pacific communities around the world.</p>	<p>We apply technology and service excellence to advance and improve the lives of our customers</p>	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>	<ul style="list-style-type: none"> <li>• Customer first</li> <li>• Team work</li> <li>• Integrity</li> <li>• Passion</li> <li>• Positive attitude and smile!</li> </ul>