

Local Area Network Administrator– Dili – March 2024

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	DL1013
POSITION TITLE	Local Area Network Administrator (LANA)
CLASSIFICATION	LE3
SECTION	IT & Telecommunication
REPORTS TO (TITLE)	Second Secretary and Consul
EMPLOYMENT TYPE	On-going

About the Agency - Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas development program and helping Australian travellers and Australians overseas.


The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

Australia and the Timor-Leste have an effective development partnership that is boosting economic growth and tackling poverty, improving health and education outcomes, and strengthening democracy, justice and governance.

About the position

Under general direction of the Consul and Vice-Consul, the Local Area Network Administrator (LANA) is responsible for maintaining the Embassy's Information Technology (IT) and telecommunication systems and providing first level technical support to users. The key responsibilities of the position include, but are not limited to:

- Provide a high level of support for the International Communications Network (ICN) Low including:
 - monitor and maintain the computer systems, voicemail systems, carry out general computer hardware maintenance, and liaise with key internal and external stakeholders as required
 - monitor and maintain Head of Mission Residence (HOMRES) and medical clinic internet and provide technical support
 - conduct daily checks of the above networks and escalate any major problems to Canberra help desk
 - coordinate IT equipment purchases, maintenance and decommissioning with Global Support Centre including asset and non-asset purchases
 - train new users on the operations and use of systems and the current computer technology at post
- Maintain a register of portable and attractive items including mobile phones and sim cards
- Manage and arrange mobile phone post-paid services for all Embassy staff
- Conduct annual LANA activity survey and Information Communications Technology (ICT) stocktake report
- Maintain and update Embassy email and phone lists, and manage the phone directory

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- Manage and arrange the maintenance of IT office equipment including desktops, photocopiers, printers and other IT devices
 - Provide ICN low support to other agencies such as Department of Home Affairs and Defence
 - Maintain and update Embassy website and intranet page

Qualifications and Experience

- Tertiary qualification in information technology, computer science or relevant field, or at least two years relevant experience in an IT position or relevant field
- Good understanding of computer system, personal computers, laptops, printers, mobile devices, and other IT products
- Knowledge of networks and servers
- Good knowledge in using website language such as HTML and CSS
- Well-developed English language written and oral communication skills
- Experience with computer-based applications such as Microsoft Word and Excel and other software packages
- Organisational skills, high motivation and the ability to prioritise and complete tasks
- Administration and client service experience