

Job Description

Job title/Position: Network and Systems Administrator

Division: Information Technology

Direct Supervisor: Technology Director

Position Overview

The Network and Systems Administrator is responsible for the design, support, and maintenance of Hong Kong Academy's technology infrastructure, ensuring seamless operations that support our IB curriculum, inclusive learning environment, and day-to-day administration. Reporting to the Technology Director, this role takes ownership of the school's core network, server deployment, and security framework. A critical initial priority for this role will be auditing and finalizing documentation across all network, hardware, and security registers to ensure institutional continuity.

Qualifications and Experience

- Minimum of 6 to 8 years of experience in server/network infrastructure and security support, preferably within an international school environment.
- Advanced expertise managing virtual machine environments (preferably VMWare) and core Linux, Microsoft, and Cisco infrastructure.
- Solid knowledge of Active Directory (including Group Policy and Management), directory services, and network fundamentals (VLANs, IPAM, DHCP, DNS).
- Familiarity with maintaining hardware ecosystems including laptops, desktops, physical servers, and enterprise Wi-Fi controllers.
- Excellent English and Cantonese communication skills, with a collaborative approach to supporting diverse end-users.

Core Responsibilities

Network, Security & Infrastructure (Data Security & Infrastructure)

- Manage and maintain the school network infrastructure (networking, WiFi, internet, databases, storage) in accordance with international standards and Hong Kong data privacy guidelines.
- Administer fortigate firewall, manage the firewall rulebase, ensure secure VPN configurations, and oversee access controls.
- Manage and ensure the continuous, reliable operation of campus-wide digital infrastructure and peripheral systems, including enterprise printing (MFPs), CCTV networks, IP-PBX telecommunications, and other connected hardware.
- Manage comprehensive backup schedules, retention policies, and disaster recovery processes to ensure zero data loss.
- Maintain proper security of all data, securing systems from unauthorized internal or external access.

Documentation & Asset Management (Sustainability & Continuity)

- Maintain and systematically audit the school's network inventory and architecture documentation, ensuring accurate, up-to-date records for VLAN maps, IP subnets, fixed IPs, and DNS configurations.
- Uphold rigorous documentation standards for hardware and infrastructure lifecycle management, including switch port configurations, rack layouts, CCTV registers, and UPS/power setups.

Operational Excellence & Support

- Ensure maximum network uptime and low-friction connectivity to support the academic and business continuity.
- Troubleshoot escalated problems reported by users, minimizing educational disruption.
- Liaise with external vendors for implementation, troubleshooting, and upgrades of network infrastructure to ensure efficient resource utilization.
- Provide approachable, front-line IT support for students, faculty, and staff, actively troubleshooting Apple devices and classroom technology to minimize educational disruption.
- Support and complement other IT personnel and functions at HKA.

Other duties

- Tasks and activities that arise and are required by the Head of School
- Other duties as assigned by Supervisor