

## **Job Description - IT Network Administrator**

**Position Title:** IT Network Administrator  
**Entity:** PIA Holding Company Limited (PIAHCL)  
**Reporting To:** Manager (Admin/HR)  
**Location:** Head Office - Islamabad.

### **Position Summary**

The IT Network Administrator will be responsible for the design, installation, configuration, maintenance, and reliable operation of the company's internal and external data networks, including LAN, WAN, and wireless systems. The role ensures network stability, security and efficient performance, providing infrastructure support for all business operations. The Administrator will also be key in troubleshooting network issues, managing hardware and software upgrades, and maintaining network documentation.

### **Key Responsibilities**

#### **Network Infrastructure Management**

- Install, configure, and maintain network hardware and software, including routers, switches, firewalls, load balancers, and VPNs.
- Monitor network performance and availability, ensuring high uptime and minimal disruption.
- Perform routine network system audits, and patches to maintain security and functionality.
- Manage and maintain the company's IP addressing scheme, DNS, and DHCP services.

#### **Network Security & Access Control**

- Implement and enforce network security policies to protect the network from unauthorized access, malware, and other threats.
- Configure and manage firewall rules, intrusion detection/prevention systems (IDS/IPS), and web filtering solutions.
- Manage remote access solutions (VPN, secure access portals) and ensure secure connectivity.
- Conduct regular security audits and vulnerability assessments.

#### **Troubleshooting & Support**

- Diagnose, troubleshoot, and resolve complex network-related problems, including connectivity issues, performance degradation, and hardware failures.
- Provide advanced technical support to end-users and IT support.
- Document all troubleshooting procedures and resolutions for future reference. OR perform any other assignment(s) or duties as may be assigned by the management from time to time.

### **Qualifications & Experience**

#### **Education:**

- Bachelor's degree in Computer Science, Information Technology, Soft. Engineering, or a related field from an HEC-recognised institution.

#### **Experience:**

- Minimum **03 to 05 years** of hands-on experience in relevant functions.

#### **Certifications Preferred:**

- 1 Cisco Certified Network Associate (CCNA) or higher (e.g., CCNP).
- 2 CompTIA Network+ or Security+.
- 3 Relevant certifications from other major vendors.

### **Remuneration & Benefits**

- Market-competitive salary package commensurate with qualifications and experience.
- Benefits and allowances as per company policy.