



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF ENERGY, TRANSPORT AND TELECOMMUNICATIONS (METT)**

JOB TITLE:	Senior Systems Administrator
JOB GRADE:	MIS/IT 6
POST NUMBER:	68638
DIVISION:	Corporate Services
BRANCH/UNIT:	Information Systems
REPORTS TO:	Network Manager
MANAGES:	Systems Administrator, User & Technical Support Specialist

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

JOB PURPOSE

Under the general direction of the Network Manager, the Senior Systems Administrator is responsible for administering the network system(s) of the Ministry to ensure the continuous availability of network services, security of the network and data, integrity of the individual systems and the overall health of the network.

KEY OUTPUTS

- Database management;
- Management of computer systems and network resources;
- Implementation and monitoring of network and data security systems;
- Disaster recovery plan implemented and monitored;
- Effective network administration;
- Administration of LAN and WAN;
- Hardware and software upgrades;
- User rights and access implemented and enforced;
- Maintenance and repair of IT equipment.

KEY RESPONSIBILITIES AREAS

Management/Administrative

- Participates in the preparation the Division's Operational Plan and Budget;
- Keeps abreast of IT trends and developments and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Ministry;
- Collaborates with suppliers of hardware and software to be provided for use at the Ministry;
- Attends meetings and events, as requested by the Division/Ministry;
- Assists with the implementation of ICT related projects;
- Assists with IT training and development of staff in the Ministry as required;
- Manages all computer systems and network resources;
- Researches, evaluates and provides feedback on problems;
- Maintains systems configurations;
- Maintains record of requests and action taken;
- Assigns work activities to Systems Support Specialist;
- Re-assigns IT equipment as necessary;
- Arranges for maintenance and repairs to IT equipment.

Technical/Professional Responsibilities

- Analyses and defines data requirements and specifications;

- Designs, creates and manages databases, spreadsheets, forms etc. for Divisions within the Ministry;
- Provides technical support to database users;
- Resolves e-mail and internet problems internally and with service providers;
- Diagnoses and resolves problems in response to reported incidents;
- Performs data backups and disaster recovery operations;
- Ensures the smooth and continuous operations of the Ministry's network;
- Plans, coordinates, implements and evaluates network security measures in order to protect data, software, and hardware;
- In response to newly identified security threats, rapidly identify and fix any network devices;
- Manages accounts, network rights and access to systems and equipment;
- Provides documentation of network systems, operational procedures, network topology and hardware inventory;
- Performs routine network startup and shutdown procedures, and maintain control records;
- Ensures that users are aware of standard network practices and computer etiquette;
- Daily administration of the LAN and WAN including system performance, stability, integrity, security and troubleshooting;
- Performs hardware and software upgrades to network servers including operating systems and applications;
- Monitors network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future;
- Helps with the roll out of desktop PCs; such responsibilities will include software and hardware upgrade planning and the general execution of desktop rollouts;
- Configures, and test computer hardware, networking software and operating system software;
- Recommends changes to improve systems and network configurations, and determine hardware or software requirements related to such changes;
- Makes recommendations to the Manager, Information Systems about recommended software and hardware the Company should invest in;
- Provides end user support including problem resolutions relating to hardware, software, and communication issues;
- Assists in managing VOIP telephony infrastructure;
- Assists in managing corporate email infrastructure.

Other

- Performs other related duties that may from time to time be assigned.

PERFORMANCE STANDARDS

- Network performance is in accordance with industry standards;

- Network services are continuously available to network users;
- Systems are upgraded a week of new updates from developers/manufacturers;
- Network security implemented and conforms to industry standards;
- Network is continuously monitored for potential problems, which are then dealt with before they manifest themselves;
- Network problems are speedily dealt with to ensure minimum system downtime;
- Key deliverables are produced within an agreed timeframes and to required standards;
- Concerns and queries of users are dealt with professionally and in a timely fashion;
- Relevant ICT industry standards and the Ministry's user policies and procedures are adhered to internally;
- Confidentiality and integrity are maintained in the execution of duties.

INTERNAL AND EXTERNAL CONTACTS

<i>Internal</i>	<i>Nature of Relationship</i>
Director, Management Information Systems, Network Manager	Received instructions, guidance, work assignment, advice and sharing information
Direct Report	Provide instructions, guidance, work assignment, advice and sharing information
All staff members	Advice, sharing information and addressing concerns
<i>External</i>	<i>Nature of Relationship</i>
Heads of Agencies/Departments of the MSET or Responsible Officers	Professional advice, guidance, reports, information sharing
e-Gov	Technical advice and support

REQUIRED COMPETENCIES

The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade '1' being the lowest and '3' or '4' the highest

Core	Level	Functional	Level
Oral communication	3	Initiative	4
Written communication	3	Use of technology (relevant computer applications such as Microsoft Office suite	3
Customer and quality focus	3	Managing external relationships	3
Team work and cooperation	4	Strategic vision	2
Interpersonal skills	4	Problem solving and decision making	4

Compliance	2	Analytical thinking	4
Integrity	4	People Management	2
Change management	2	Leadership	3
Goal/result oriented	3	Planning and organizing	3
		<u>Technical Skills</u>	4
		• Ability to perform typical advanced server and network administration skills to include upgrades and maintenance of hardware, operating systems, LAN/WAN, DNS, TCPIP, WINS and DHCP support functions. • Ability to install, configure and troubleshoot Windows 2008/2012 Servers and active directory. • Knowledge and expertise to formulate develop implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis. • Knowledge of in-house platforms such as Windows 2008/2012 Server, Exchange Server, SharePoint Server and Symantec Antivirus Corporate Edition. • Must be able to communicate with and understand the requirements of professional staff in area of specialty • Ability to manage a Virtual Infrastructure such as VMware, XEN or Microsoft Hyper-V • Maintains an active directory services • Ability to maintain a patched system • Ability to analyse system logs • Knowledge of network infrastructure and operating systems • Understanding of information technology tools and techniques	

		• Hands-on experience with database development • Knowledge of internet development tools • Proficient in utilizing existing and/or new technologies	
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MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A Bachelor's Degree in Computer Science, Information Systems or equivalent from an accredited institution; and
 - At least three (3) years' working experience in an Information Technology environment;
 - Professional certification from Microsoft and CISCO would be an asset.
- Or
- Diploma in Compute Studies or equivalent from accredited Tertiary Institution
 - Four (4) years experience in in an Information Technology environment;
 - Professional certification from Microsoft and CISCO would be an asset.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to examine cables in a dusty or elevated environment;
- May be required to lift and physically transport computer equipment from time to time;
- May be required to work under adverse conditions from time to time;
- May be required to work beyond normal working hours.

AUTHORITY

- Human Resource functions in respect of direct report;
- Makes recommendation re the procurement of hardware;
- Take pertinent decisions independently;
- Recommends IT technologies, systems and supplier.