



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

JOB TITLE:	Systems Administrator
JOB GRADE:	MIS/IT 5
POST NUMBER:	58535
DIVISION:	Corporate Services
BRANCH/UNIT:	Information Systems
REPORTS TO:	Network Manager
MANAGES:	N/A

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 Systems Administrator is responsible for the administration, maintenance, security and support of the Ministry's network and systems infrastructure. The position ensures the availability, reliability, security and optimal performance of network services, servers, systems and related ICT infrastructure, while providing technical support to users and contributing to the implementation of ICT initiatives.

KEY OUTPUTS

- Secure, reliable and available network and systems infrastructure;
- Network, server and systems security measures implemented and maintained;
- User accounts, access rights and permissions appropriately managed and enforced;
- Network and systems infrastructure monitored and performance maintained;
- Servers, operating systems and ICT systems maintained, upgraded and patched;
- Backup and disaster recovery processes implemented, tested and monitored;
- LAN/WAN infrastructure configured, maintained and supported;
- ICT hardware and software installed, configured and maintained;
- Microsoft 365, Active Directory/Azure Active Directory and related services administered;
- Systems documentation, network diagrams, inventories and operational records maintained;
- Technical support and troubleshooting services provided to users;
- Recommendations provided on ICT infrastructure, technologies and systems improvements.

KEY RESPONSIBILITIES

Administrative

- Prepares and maintains records, reports, system documentation, network diagrams, equipment inventories and operational procedures relating to network and systems administration.
- Coordinates routine maintenance, upgrades, repairs and other activities relating to network and systems infrastructure.
- Maintains records of user accounts, access rights, system configurations, backups and maintenance activities.
- Assists in planning and coordinating the implementation of ICT infrastructure and systems improvements.
- Provides technical information and recommendations to support the procurement and upgrade of ICT hardware, software and network infrastructure.
- Liaises with ICT service providers, vendors and other stakeholders to coordinate technical support, maintenance and related services.
- Monitors compliance with established ICT policies, procedures, standards and security requirements.
- Prepares technical reports and provides updates on network performance, system availability, incidents, maintenance and other ICT-related matters.

Technical

- Administers and maintains the Ministry's LAN and WAN infrastructure to ensure availability, reliability, performance and security.
- Configures, monitors and troubleshoots network devices, servers, operating systems and related ICT infrastructure.
- Performs hardware, operating system and application upgrades, patches and maintenance in accordance with approved schedules and standards.
- Administers Active Directory, Azure Active Directory and related identity and access management services.
- Administers Microsoft 365 and other approved cloud-based ICT services.
- Implements and maintains network and systems security measures to protect data, applications, hardware and ICT infrastructure.
- Monitors network and systems performance, logs and security events to identify and address potential issues.
- Implements and monitors user accounts, access rights, permissions and authentication controls in accordance with established policies and procedures.
- Performs and monitors data and systems backups and supports the implementation and testing of disaster recovery procedures.
- Installs, configures and maintains desktop computers, peripherals, operating systems and approved applications.
- Provides technical support and troubleshooting for hardware, software, network, connectivity and communication-related issues.
- Supports and maintains virtualised infrastructure, including VMware, Nutanix AHV and/or Microsoft Hyper-V environments.
- Performs network and systems troubleshooting and takes corrective and preventive action to minimise downtime and service disruption.
- Conducts log analysis and supports the investigation and resolution of network and systems incidents.
- Maintains patch management and endpoint management processes to support the security and stability of ICT systems.
- Recommends improvements to network, server and systems configurations to enhance performance, reliability, security and efficiency.
- Maintains current knowledge of emerging ICT technologies, systems, cybersecurity practices, standards and trends relevant to the Ministry's operations.

Other Responsibilities

- Performs other related duties as assigned.

PERFORMANCE STANDARDS

- Network and systems infrastructure is available, stable and performs within established service and operational standards.

- Network and systems issues are identified, investigated and resolved within established service timelines, with minimal disruption to Ministry operations.
- Security controls, user access and permissions are implemented and maintained in accordance with approved ICT policies and security standards.
- Critical systems and infrastructure are regularly monitored, and potential issues are identified and addressed proactively.
- Required operating system, application and security updates are implemented within approved maintenance schedules.
- Backups are completed successfully and routinely tested to support timely recovery of critical systems and data.
- Disaster recovery procedures are maintained and tested in accordance with approved requirements.
- Network and systems documentation, inventories and configurations are accurate and kept current.
- ICT equipment and systems are maintained in accordance with established standards and manufacturer recommendations.
- User support requests are addressed promptly and effectively, with minimal disruption to users.
- Recommendations and technical advice provided are appropriate, practical and aligned with the Ministry's ICT requirements and standards.

INTERNAL AND EXTERNAL CONTACT

Internal

Contact	Purpose of Communication
Network Manager	Receive guidance, directives and work assignments; provide technical advice, recommendations, feedback and reports.
ICT Unit Staff	Coordinate ICT activities; obtain and share technical information; provide and receive technical support.
All Ministry Staff	Provide technical assistance and ICT support; obtain and share information; resolve systems, hardware, software and connectivity issues.
Heads of Divisions/Units	Provide technical support and advice; coordinate ICT requirements and resolve systems-related issues.

External

Contact	Purpose of Communication
ICT Service Providers/Vendors	Obtain technical support, information and quotations; coordinate maintenance, repairs, upgrades and implementation of ICT solutions.
Other MDAs	Obtain and share technical information and support the coordination of ICT-related activities.

REQUIRED COMPETENCIES

Core Competencies	Level	Technical/Functional Competencies	Level
Oral communication	2	Network Administration and Management	3
Written communication	2	Server Administration and Management	3
Customer and quality focus	2	Network and Systems Security	3
Team work and cooperation	2	LAN/WAN Technologies	3
Interpersonal skills	2	Windows Server and Operating Systems Administration	3
Compliance	2	Active Directory and Identity/Access Management	3
Integrity	3	Microsoft 365 Administration	3
Change management	2	Virtualisation Technologies	3
		Backup and Disaster Recovery	3
		Network Monitoring and Log Analysis	3
		Patch and Endpoint Management	3
		Hardware and Software Installation, Configuration and Troubleshooting	3
		TCP/IP, DNS and DHCP	3
		ICT Systems Documentation and Asset Management	2
		ICT Technologies, Standards and Trends	2

MINIMUM EDUCATION AND EXPERIENCE REQUIRED

- Bachelor's Degree in Computer Science, Information Technology, Software Development, Network Administration or a related discipline from an accredited tertiary institution; and
- Two (2) years' experience in systems administration, network administration or a related ICT field.

OR

- Diploma in Computer Science, Information Technology, Network Administration or a related discipline from an accredited tertiary institution; and
- Three (3) years' experience in systems administration, network administration or a related ICT field.

A professional certification in networking, systems administration or cybersecurity, such as CCNA, Microsoft, CompTIA or equivalent, would be an asset.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Office environment with occasional work in server rooms, equipment rooms and other locations where ICT infrastructure is installed.
- May be exposed to extended periods of computer use and may occasionally be required to work under time-sensitive conditions during system outages, maintenance activities or ICT incidents.