

JOB DESCRIPTION



Job Title: Systems Administrator

Reports To: Manager, Information Communications and Technology

Job Overview

The **Systems Administrator** provides and maintains the Information Communications and Technology (ICT) systems and resources required to meet the needs of the business. He/she is responsible for ensuring the security and integrity of all ICT systems and processes and that ICT infrastructure is operational at all times. The Systems Administrator also provides effective support to departments by improving information systems, data management practices, procedures, organization and equipment.

Responsibilities and Duties

- Contribute to the creation and review of a systems capability strategy that meets the strategic requirements of the business
- Liaise with Business Managers to establish business requirements and identify, propose, initiate and lead ICT improvement programmes.
- Analyse business processes and recommend ICT solutions and modifications to software to meet changing business needs.
- Develop installation procedures and standards, and schedule installation work.
- Maintain the overall network plans, encompassing the communication of data, voice, text and images, in the support of the organization's business strategy
- Perform network administration for TCP/IP, DNS, DHCP, Web Servers and support LAN/WAN NETWORK
- Manage telecommunication services and support NEDCO's PBX and attached devices.
- Use network management tools to determine network load and performance statistics. Implement agreed network changes and maintenance routines. Identify operational problems and contribute to their resolution.
- Install and configure Microsoft desktop and server operating systems, and maintain user profiles for Windows Server, Active Directory, Linux and Microsoft Exchange Server.
- Set up Microsoft SQL databases, servers, and Microsoft Virtual Servers.
- Configure software and equipment and test platform-specific versions of one or more software products as directed by the Manager, Information communication and Technology. Conduct tests of hardware and/or software using supplied test procedures and diagnostic tools including CRM, Terminal Services, HRp 5 etc.
- Undertake routine installations and de-installations of items of hardware and/or software.
- Manage the storage and backup systems to provide agreed service levels.
- Identify new and emerging hardware, software and communication technologies and products, services, methods and techniques and assess their relevance and potential value as business enablers, improvements in cost/performance or sustainability.

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- Perform risk assessment and business impact analysis for specified information systems within the organization. Test and maintain server operations procedures with respect to disaster recovery.
- Oversee system components, supplier relations, acceptance testing and supervision of company systems.
- Monitor the market to gain knowledge and understanding of currently emerging technologies. Identify new and emerging hardware and software technologies and products based on own area of expertise, assess their relevance and potential value to the organization.
- Coach Information Technology Assistant to ensure adherence to quality standards, deadlines and procedures and to correct errors or problems.
- Assist Information Technology Assistant in handling difficult or complex problems, and in investigating escalated complaints, disputes or queries.

Qualifications & Experience

- A degree in Management Information Systems or Information Technology
- At least three (3) years in experience in information technology at a supervisory level.
- Certification is highly desired - including but not limited to MCSA, MCSE, MCSM.
- A thorough knowledge of the latest techniques in software development used for systems planning, development and operation.
- A clear understanding of TCP/IP networking, including DNS, DHCP and wireless configuration.
- Experience with Microsoft SQL Server 2008, 2013, Reporting Services and Forfront TMG
- Experience with Microsoft IIS 6.0/ Active Directory/SharePoint foundation server 2013
- Knowledge of telecommunication systems including Asterisk free PBX will be an asset.
- Data management experience will be a distinct advantage.
- A working knowledge of Microsoft desktop applications including MS Office, MS Visio, and MS Project.
- Knowledge of Cloud services.
- An equivalent combination of education, training and experience in system administration.

Competencies

- Advanced proficiency in relevant hardware and software applications.
- Complex problem solving
- Customer service
- Systems analysis and evaluation
- Advanced written and spoken communication skills.
- Advanced interpersonal relationship building and employee coaching skills

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Submit your applications to:
Human Resource & Administration Manager
NEDCO Head Centre
#38 New Street
Port-of-Spain

All applications must be submitted on the Employment Application Form and should include the name of the position in the subject line of the email and be submitted by no later than **13th August, 2018.**