



**CIVIL SERVICE OF JAMAICA
MINISTRY OF FINANCE & THE PUBLIC SERVICE
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	System Administrator
JOB GRADE:	MIS/IT 5
POST NUMBER	50355
DEPARTMENT/DIVISION:	Corporate Planning and Administration Division
REPORTS TO:	System Administration Manager
ACCOUNTABLE TO:	System Administration Manager
MANAGES:	Directly: N/A Indirectly: N/A

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

1. JOB PURPOSE

Under the general direction of the System Administration Manager, the System Administrator is responsible for implementing activities in such fields as provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure, and technical research and development to enable continuing innovation within the infrastructure.

2. KEY OUTPUTS

- Systems standards and procedures developed and maintained
- System hardware and software specifications developed
- Servers and other related equipment configured, installed and maintained
- Daily monitoring activities conducted
- Issues identified, analysed and resolved
- File systems backed up/archived and purged
- Operating systems (OS) patched/upgraded
- Hardware upgraded and resources optimised
- Monthly/Periodic Reports prepared
- Technical advice and interpretation provided
- Individual Work Plan developed

3. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

Engineering and Provisioning

- Designs and builds system administration-related solutions for various project and operational needs.
- Installs new/rebuilds existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Installs and configures systems such as support the Ministry's software applications.
- Develops and maintains installation and configuration procedures.
- Contributes to and maintain system standards.
- Researches and recommends innovative, and where possible automated approaches for system administration tasks.
- Identifies approaches that leverage ICT resources and provide economies of scale.

Operations and Support

- Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Performs regular security monitoring to identify any possible intrusions.

- Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Performs regular file archival and purge as necessary.
- Creates, changes, and deletes user accounts per request.
- Provides Tier III/other support per request from various stakeholders.
- Investigates and troubleshoots issues.
- Repairs and recovers from hardware or software failures.
- Coordinates and communicates with impacted stakeholders.

Maintenance

- Applies OS patches and upgrades as necessary, and upgrades administrative tools and utilities.
- Configures / adds new services as necessary.
- Upgrades and configures system software that supports the Ministry's software applications per project or operational needs.
- Maintains operational, configuration, or other procedures.
- Performs periodic performance reporting to support capacity planning.
- Performs ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Configures CPU, memory, and disk partitions as required.
- Maintains data centre's environmental and monitoring equipment.

Management/Administrative Responsibilities

- Develops individual Work Plan based on alignment to the overall plan for the section;
- Prepares reports and programme documents as required.
Represents the System Administration Manager at meetings, conferences, workshops and seminars as required.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.
- Assists in identifying skills/competencies gaps and contributes to the development and succession planning for the division. Completes individual performance appraisal and other periodic reviews;

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

4. PERFORMANCE STANDARDS

- Systems, standards and procedures monitored and file systems backed-ups in keeping with ICT principles, practices and timeframes;
- System hardware and software specifications developed and documented in accordance with agreed standards and timeframes;
- Servers\ and other equipment configured and maintained in accordance with users' needs, agreed standards and timeframes;
- System hardware and software upgraded in accordance with ICT principles, practices and timeframes;
- User accounts added/changed/deleted in keeping with agreed standards and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Work plan conforms to established procedures and implemented according to established rules;
- Reports are evidence-based and submitted in a timely manner;
- Confidentiality, integrity and professionalism displayed in the conduct of duties and interaction with staff.

5. AUTHORITY

- Recommends relevant system development strategies and initiatives.

6. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact	Purpose
System Administration Manager	<ul style="list-style-type: none">• Receive guidance• Identify emerging issues in system development
DFS/Divisional Heads, Unit Heads and other executives	<ul style="list-style-type: none">• To receive information• Provide expert advice, counsel and recommendations on system development decisions and initiatives
General Staff	<ul style="list-style-type: none">• To receive and provide information

External Contacts

Contact	Purpose
eGovJa Ltd	<ul style="list-style-type: none">• To collaborate on Application Development issues• To request technical advice and support
Ministry of Science, Energy and Technology,	<ul style="list-style-type: none">• To request Policy advice and support• Participating in the development and monitoring of the National ICT strategic plan
Other MDAs	<ul style="list-style-type: none">• Providing/requesting information on ICT matters
Professional Groups, Universities and other Educational Institutions	<ul style="list-style-type: none">• Providing/requesting information on ICT matters
ICT Professionals	<ul style="list-style-type: none">• Providing/requesting information on ICT matters
Local and International ICT Consultants and Institutions	<ul style="list-style-type: none">• Liaising on ICT services provided to the Ministry
ICT Hardware/Software and Services Providers	<ul style="list-style-type: none">• Providing/requesting information on ICT matters

7. REQUIRED COMPETENCIES

Core

- Good interpersonal and team skills
- Good communication skills
- Strong analytical and problem solving skills
- Good customer relations skills
- Good planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Working technical knowledge of current systems software, protocols, and standards, including the Microsoft Operating system, UNIX, and TCPIP protocol
- Strong knowledge of Microsoft Windows Domain, Active Directory, and Exchange Administration
- Strong knowledge of Local Area Network (LAN) and Wide Area Network (WAN) administration, including diagnostics, printer management, and IP routing

- Strong knowledge of Storage Area Network (SAN) devices, including configuration and maintenance
- Working knowledge configuring, monitoring and tuning server applications.
- Strong knowledge of backup and recovery procedures.
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values
- Advanced IT skills in relation to Word, PowerPoint, Excel and MS Project or other project tool

8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Computer Science, ICT and Management Information Systems, or a related discipline;
- Two to three (2-3) years related experience

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. May be required to travel locally and overseas to attend conferences, seminars and meetings

