

CHILDREN'S AUTHORITY OF TRINIDAD AND TOBAGO JOB DESCRIPTION – SYSTEM ADMINISTRATOR

Job Title: System Administrator
Department: Information Technology
Reports to: Information Technology Manager
Indirect Reports: IT Technician

JOB SUMMARY

The **System Administrator** will be responsible for maintaining all the IT systems of the Authority. A key component of this responsibility is server management, backing up of data and the security of data from unauthorised access.

All activities must be geared towards maintaining the highest level of service to all internal and external stakeholders and clients, must be sensitive to children's issues, must conform to the guidelines and standards set by the Authority and to all legal, regulatory and statutory requirements.

KEY RESPONSIBILITIES AND DUTIES

- i. Management and administration of the Network which would involve configuring the system, system set-up, installing, supporting and maintaining both physical and virtual network servers and appliances, troubleshooting network problems and resolving issues.
- ii. Engage in the planning, design and implementation of data connectivity for local area network (LAN);
- iii. Ensure the security of the system for users by updating anti-virus definition files, monitoring network servers, monitor usage to ensure security of data and access privileges.
- iv. Establish and maintain user e-mail accounts; provide e-mail training and software support; provide e-mail documentation and update user manual as needed; manage anti-spam and anti-virus servers; research and troubleshoot e-mail problems by reviewing mail logs, records, and network configurations; establish and maintain card key access accounts; provide solutions to customer identified problems.
- v. Develops Standard operating systems.
- vi. Administer day to day operations of servers and networks including hardware and software support to users.

- vii. Ensure back-up of all systems.
- viii. Troubleshoot system problems and analyse, research and implement appropriate solutions.
- ix. Maintain security restrictions for all users and update IT policies.
- x. Deployment of IT resources prioritising user requests to make optimal use of these resources (e.g. software, licenses, server storage etc.)
- xi. Undertake the resolution of hardware performance issues, upgrade hardware, configure CPU, memory, and disk partitions as required.
- xii. Configure and maintain all data and telecommunication systems.
- xiii. Support the development and maintenance of a team environment by performing other related duties.

REQUIRED QUALIFICATIONS AND EXPERIENCE

- A Bachelor of Science Degree in Computer Science, Management Information Systems, Information Technology or related field.
- Computer related certifications (i.e. MCP, CCNA, COMPTIA).
- Five (5) years' experience as a System Administrator in a medium-sized organisation.
- Working knowledge of Network fundamentals.
- Experience in network operating systems e.g. Windows server 2008 would be an asset.
- Working knowledge of Microsoft Active Directory and GPO administration.
- Experience with the installation and maintenance of Microsoft exchange server technology.
- Experience with the configuration of Cisco and other routers.
- Experience working with Application development and maintenance, using web technologies such as php, mysql, apache or other web language will be an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- The ability to problem-solve and handle multiple tasks.
- Must be detailed in documenting information and practice good follow-through techniques.
- Possess good written and verbal communication skills.
- Demonstrable interest in children's issues.