

Job Specification & Description-System Administrator

1. JOB TITLE:	System Administrator
2. DEPARTMENT:	Information Technology
3. LOCATION:	Track MB, Block B, National Exhibition Centre, Sophia
4. CLASSIFICATION:	Other Technical & Craft skilled
5. SALARY SCALE:	BS 13
6. EMPLOYMENT TYPE:	Full-Time Permanent
7. FUNCTIONAL CONTACTS (internal & external)	All Departments, All Stakeholders
8. REPORTS TO	Head, Information Technology
9. JD APPROVED	Ms. Carole Fletcher, Chairperson, NSC

10. JOB PURPOSE SUMMARY

Under the supervision of the Head, Information Technology, the System Administrator is responsible for the coordinating and operation of the GNBS computer network and providing technical support for users of the network's hardware and software, providing infrastructure for the GNBS network (cabling etc.) and ensuring the efficiency of the operating systems.

11. FINAL OUTPUT

- Technical support is provided (incidents or service requests)
- Software upgraded
- Hardware upgraded
- Research and recommendations made relative to new technology

12. KEY PERFORMANCE INDICATORS

- Number of incidence/service requests actioned
- Number of software upgrades
- Number of hardware upgrades
- Number of recommendations made relative to systems improvement and enhancement

13. JOB DUTIES AND RESPONSIBILITIES

- Plan, supervise and maintain the GNBS computer network which includes installing of administrative and instructional software.
- Make recommendations to Management regarding improvement/enhancement and standards for the computer network, and the purchase of hardware and software products.
- Provide software support on computer network.
- Troubleshoot hardware and software conflict.
- Assist the Marketing Department with updating of the GNBS Website.
- Perform any other duties as may be assigned by the Head of Department or any duly authorised person.

14. MINIMUM REQUIREMENTS

At least a Diploma in computer science from a recognized institution plus COMPTIA-A+ and Network+ certification with minimum three (3) years working experience in a recognized institution.

15. SPECIFIC KNOWLEDGE & SKILLS REQUIRED

- Continuous relevant technological education
- Problem solving skills
- Initiative and innovation
- Team work and interpersonal skills

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16. VALUES AND ATTRIBUTES

- Adaptability
- Integrity
- Pride in work/quest for quality
- High standards of professionalism, integrity, and accountability.
- Innovative

17. SPECIAL CONDITIONS OF THE JOB

- May be required to work during the lunch interval and on weekends to support the Technical Departments.
- Must be prepared to travel outside of Georgetown to other branches of GNBS
- Numerous high priority and business critical deadlines
- Full-time position Monday to Thursday with hours of work 08:00h to 16:30h and Friday 08:00h – 15:30h
- Required to work beyond normal working hours/days to meet deadlines and deliverables
- Occasional local and overseas travel may be required
- The post is transferable