



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND
TRANSPORT (MSETT)

JOB TITLE:	Network Manager
JOB GRADE:	MIS/IT 7
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH/UNIT:	Information Systems
REPORTS TO:	Director, Management Information Systems
MANAGES:	Network Engineer, Systems Administrator

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 direct supervision of the Director, Management Information Systems, the Network Manager is responsible for managing the Ministry's LAN and WAN to ensure adequate availability of computing resources, smooth transfer of information, security of data, and availability and access to productivity tools that allow users to do their job effectively.

KEY OUTPUTS

- Disaster recovery plan implemented;
- Integrated computer network system(s) developed/maintained;
- Adequate network services provided;
- Data adequately secured;
- Standards for ICT problem resolution implemented.

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- Represents the organization at meetings, conferences and other functions related to ICT;
- Manages the staff of the Network Section to ensure that support is available to staff throughout the working hours;
- Participates as a member of management team in planning, problem resolution, and reviewing department performance;
- Provides guidance to the Director of Information Management and managers on matters relating to ICT;
- Contributes to the preparation of the Department's budget and other administrative functions;
- Participates as a member of management team in planning, problem resolution, and reviewing department performance;

- Provides guidance to the Director of Information Management and managers on matters relating to software development and acquisition;

Technical/Professional Responsibilities

- Designs wide area network (WAN) linking the ministry and its agencies and portfolio entities to allow for the sharing of resources and services including data, voice, security and personnel;
- Designs and implements SAN (Storage Area Network) infrastructure and consolidating;
- Designs, implements and manages virtual infrastructure utilizing full capacity of server hardware;
- Plans and directs the implementation of network infrastructure systems in the Ministry and its dependent agencies;
- Leads the design/re-design, development and implementation of all network infrastructure projects;
- Implements and manages enterprise firewall solutions to support a more complex and robust network infrastructure;
- Plans, manages and participates in the installation and configuration of network devices including server boxes, operating systems, server software, routers, switches, firewalls, printers etc.;
- Designs and configures network infrastructure services including TCP/IP, DNS, DHCP, etc.;
- Researches and recommends new ICT technologies and services to improve and optimize the Ministry's network systems;
- Designs, develops and implements a comprehensive disaster recovery plan and strategies incorporating data and systems configuration backup, redundant devices and a test lab;
- Manages VOIP infrastructure including adding and reconfiguring IP phones, configuring pick up groups and access control and backup of call manager system;

- Develops and maintains accurate documentation showing network infrastructure, platform(s), configuration and security;
- Evaluates the Ministry's network systems against established industry benchmarks for performance, security, stability etc. and plan and implement the improvements of the systems where necessary;
- Keeps meticulous records of all network upgrades, maintenance and inventory;
- Develops and implements network-wide security systems and strategies to protect the Ministry's ICT network and data from viruses, external intrusion and internal/ unintentional harm;
- Collaborates with network service providers and vendors to procure network equipment, negotiate contracts, and ensure that service level agreements are met.
- Manages the use of key equipment such as photocopiers and printers to prevent abuse;
- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Human Resources Responsibilities

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommend and/or initiates corrective action where necessary to improve performance and/or attaining established personal and/or organizational goals.
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching.
- Facilitates welfare and development of staff in the Divisions.
- Ensures that staff is aware of and adheres to the policies procedures and regulations of the Directorate and the Ministry.

Other responsibilities

- Performs other related duties that may from time to time be assigned

KEY PERFORMANCE STANDARDS

- The Ministry's network systems are designed, developed, implemented and maintained to industry standards
- Detailed network documentation developed and maintained
- Network unit is managed to ensure continuous availability of network services and support.
- Standards for the resolution of network issues conform to what prevails in the industry, ex, problems which do not require external inputs such as parts are resolved within 24 hours
- Key deliverables are produced within agreed time frames to required standards
- Recommended technologies and equipment are among the best value for money.

CONTACTS

Internal

<u>Contact</u>	<u>Purpose</u>
Director, Management Information Systems,	Receive directives & work assignments. Provide advice, guidance, support
IS team Members	To obtain/share information and collaborate on ICT matters
Heads of Division/Units	Provide/receive information regarding IS Matters and provide feedback.
General Staff	To obtain/share information and provide ICT support

External

<u>Contact</u>	<u>Purpose</u>
MSETT's Agencies and departments	Obtain and share information/provide support
Other Government Ministries and Agencies	Obtain and share information
Manufacturers and suppliers	To resolve issues relating to their ICT products/services;

REQUIRED COMPETENCIES

Core Competencies	Level	Technical Competencies	Level
Oral communication Skills	3	Knowledge and expertise to design, develop and implement LAN and WAN solutions	
Written Communication Skills	3	Ability to install and configure Windows 2000/2003 Servers and active directory.	
Collaboration and Teamwork	3	Knowledge and expertise to formulate, develop, implement and document network security, backup procedures, disaster recovery plans and conduct systems analysis.	
Integrity	3	Expert knowledge of in-house platforms such as Windows 2000/2003 Server, Exchange 2000/2003 Server, ISA 2004 Server.	
Interpersonal Skills	3	Expert knowledge of networking services/protocol such as TCP/IP, DNS, DHCP	
Customer & Quality Focus	4	Expert knowledge of interconnecting Cisco networking devices such as routers, switches, firewalls	
Planning & Organizing	3	Knowledge of SAN infrastructure – Fibre Channel / ISCSI	
Problem Solving & Decision making	2	Knowledge and expertise to design, implement and manage a Virtual Infrastructure such as VMware, XEN or Microsoft Hyper-V	
People Management	3	Knowledge of current technological developments	
Managing the client interface	2	Expertise in tools of the trade	

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- B.Sc. Degree in Computer Science, Telecommunication network or Electrical Engineering/Electronics or equivalent from a recognized tertiary institution.
- Five (5) years' experience in related field.

- Certification in the following would be desirable
 - Cisco Certified Network Professional (CCNP)
 - CompTIA Network+
 - Certified Information Systems Security Professional (CISSP)
 - Certified Information Security Manager (CISM)
 - Certified Ethical Hacker (CEH)

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Office environment
- Will be required to travel the entire island
- Will be required to work long hours, after hours and on week ends and public holidays when the need arises

AUTHORITY:

- Recommends leave, disciplinary action and promotion of direct reports according to established human resources policies
- Make a judgement call on the prioritization of tasks
- Take pertinent decisions independently
- Recommends ICT technologies, systems and suppliers