Ministry of
Education & Youth

ICO 24 - 44

CAREER OPPORTUNITIES

JOB TITLE : SYSTEM ENGINEER (MIS/IT 5) - VACANT

NETWORK INFRASTRUCTURE & SYSTEMS ENGINEERING BRANCH - (ICT) DIVISION

JOB PURPOSE

Under the general direction of the Manager, Systems Engineering the incumbent is responsible for ensuring the security, reliability and efficiency of computer network and server systems within the Ministry by undertaking the installation, configuration and maintenance of related devices, servers, system software and equipment.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Computer Science, Engineering, Telecommunications or equivalent qualifications;

- MCSE, CCNA or an equivalent professional certification;

- Training in telecommunications/network management;

- Four (4) years' experience with network (LAN and WAN) and server installation, configuration, maintenance and management

REMUNERATION PACKAGE:

Salary Scale: Pay Band 8: $4,266,270.00 - $5,737,658.00 per annum

EDUCATE Jamaica 2.0

MINISTRY OF EDUCATION, YOUTH & INFORMATION
CENTRAL MINISTRY
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Systems Engineer
JOB GRADE:	(MIS/IT 5)
POST NUMBER:	
DIVISION:	Information and Communication Technology Systems (ICT)
BRANCH:	Network Infrastructure and Systems Engineering
REPORTS TO:	Manager, Systems Engineering
MANAGES:	N/A

Job Purpose

Under the general direction of the Manager, Systems Engineering the incumbent is responsible for ensuring the security, reliability and efficiency of computer network and server systems within the Ministry by undertaking the installation, configuration and maintenance of related devices, servers, system software and equipment.

Key Outputs:

- Computer hardware, operating systems and applications installed, configured, monitored and maintained;
- Replacement, maintenance, configuration, repair and cleaning of communication hardware executed as directed;
- Technical issues with respect to desktop, server networking and communication hardware and software resolved;

- Working condition of computer equipment within the Ministry's Agencies, emerging entities and the Regional Offices assessed, and findings communicated
- Technical assistance to external departments and Agencies of the Ministry provided
- Periodic visits to the Ministry's Agencies, emerging entities and Regional Offices undertaken
- Liaison maintained with computer vendors
- Technical documents prepared and information transmitted to users
- Training delivered to users
- Reports prepared on activities undertaken
- Annual work plan prepared

Key Responsibility Areas:

Technical / Professional Responsibilities

- Installs, configures, monitors and maintains computer hardware, operating systems and applications, under supervision, if necessary;

- Undertakes the replacement, maintenance, repair and cleaning of communication hardware/equipment within the Ministry, as directed;

- Resolves technical issues with respect to desktop, server, networking and communication hardware and software;

- Replaces server and network parts as required and assists with the roll-out of new server and network applications;

- Visits regional offices periodically, as directed, to assess the working condition of computer equipment; informs management of findings, and to ensure that Regional IT staff is adequately trained, in new developments in technology.

- Provides technical assistance to external departments and agencies of the Ministry as needed.

- Writes technical documents and submits technical information (upcoming patches, technical news, etc.) to users to help avert problems.

- Assists with the training of network systems' users.

- Liaises with vendors with regards to the procurement, assessment and servicing of computers and computer related hardware and devices/equipment

- Provides technical advice on computer related hardware (version upgrades, known problems or limitations, new trends, new tools, etc.) that may affect the effectiveness or efficiency of the Ministry.

- Keeps abreast of trends and developments in information technology and makes recommendations where the Ministry may benefit from the implementation of such technology.

Management/Administrative Responsibilities

- Makes recommendations to the Manager Network Infrastructure and Systems Engineering on improvements in the processes/functions within the Unit in order to enhance efficiency.

- Prepares reports on activities at required intervals.

Other

- Performs other related functions assigned from time to time by the Manager, Systems Engineering.

Performance Standards:

- The installation, configuration, monitoring and maintenance of computer hardware, operating systems and applications is carried out in accordance with set standards and instructions
- The replacement, maintenance, repair and cleaning of communication hardware/equipment is properly executed
- Technical issues with respect to desktop, server networking and communication hardware and software are promptly and suitably resolved as per the established Service Level Agreement
- The condition of computer equipment within regional offices is accurately determined and that information is expeditiously relayed to management
- Sound and timely technical assistance is provided to external departments and agencies of the Ministry
- High customer service standards are maintained
- Technical documents written are clear, concise and easily understood
- Technical information is transmitted to users in a timely manner
- Training delivered to users meet set learning objectives
- High customer service standards are maintained
- Reports on activities are prepared by the set deadline and are accurate and complete

Internal and External Contacts (specify purpose of significant contacts):

Contacts within the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Computer Users	Providing technical support services
DSS and Regional Offices	Providing technical support services

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Computer Hardware/Equipment Vendors	Assessment and servicing of computer and computer related hardware and devices/equipment

Required Competencies:

Core

- Excellent analytical and problem solving skills and good judgement exercised
- Excellent customer service skills
- Strong interpersonal skills
- Good oral and written communication skills
- Good organizing skills
- Ability to demonstrate a high level of professionalism and confidentiality
- Ability to work as part of a team
- Ability to manage limited resources in order to achieve challenging output targets
- Ability to manage multiple tasks simultaneously and meet tight deadlines
- Attention to details

Technical

- Sound knowledge of Microsoft Windows Server Technologies, etc.
- Knowledge of Linux Operating System
- Sound knowledge of the functioning of LAN, WAN, desktop and server computers, UPS systems and other IT related equipment

- Sound knowledge of voice and data telecommunication systems

- Working knowledge of network hardware and systems software installation and configuration

- Good knowledge of current technological trends

- Good knowledge of the Jamaican education system

- Knowledge of the relevant Service Level Agreements

Minimum Required Education and Experience

- Bachelor's Degree in Computer Science, Engineering, Telecommunications or equivalent qualifications

- MCSE, CCNA or an equivalent professional certification

- Training in telecommunications/network management

- Four (4) years' experience with network (LAN and WAN) and server installation, configuration, maintenance and management

Authority to:

- recommend information system security policies and procedures , or changes to them

Specific Conditions Associated with the Job

- May be required to work beyond normal working hours and on weekends and holidays from time to time

- Required to lift heavy objects

- Required to be on-call to resolve network issues that may arise

- Required to travel to the Regional Offices, Agencies and emerging entities within the education sector island wide

- Required to possess a valid Driver's Licence and a reliable motor vehicle