



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION**

JOB TITLE:	Network Administrator
JOB GRADE:	MIS/IT 5/Band 8
DEPARTMENT/DIVISION:	Court Administration Division
BRANCH	Information & Communications Technology Branch
REPORTS TO:	Director – ICT Infrastructure Management
ACCOUNTABLE TO:	Director – ICT Infrastructure Management
MANAGES:	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. STRATEGIC OBJECTIVES OF THE DIVISION

To design, operate, and continuously improve secure, reliable, and innovative information and communications technology systems that enable the efficient delivery of court services, support timely and sound judicial decision-making, strengthen access to justice, and enhance stakeholder confidence in the Judiciary.

2. JOB PURPOSE

Under the leadership and management of the Director – ICT Infrastructure Management, the **Network Administrator** is responsible for the **day-to-day administration, monitoring, maintenance, and support** of the Judiciary’s network infrastructure. The role ensures the reliable operation, availability, performance, and security of LAN, WAN, and wireless networks across all court locations. The Network Administrator supports network users, implements approved configurations, applies security controls, performs routine troubleshooting, and ensures that network services operate in accordance with established standards, policies, and operational requirements of the Judiciary.

3. KEY OUTPUTS

- Stable, secure, and well-maintained network infrastructure supporting Judiciary operations
- Timely resolution of network faults, incidents, and service interruptions
- Accurate and up-to-date network documentation, configurations, and asset records
- Network performance and availability monitoring reports prepared and submitted
- Implementation of approved network changes, upgrades, and maintenance activities
- Compliance with ICT security policies, procedures, and standards
- Input into Operational Plans, Budgets, and Individual Work Plans

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Administers, monitors, and supports the organisation’s LAN, WAN, and wireless network infrastructure across all court locations
- Performs routine configuration, maintenance, and monitoring of network devices including routers, switches, firewalls, access points, and related equipment
- Implements approved network designs, standards, and configurations as directed by ICT Infrastructure Management
- Monitors network performance, availability, and utilisation; identifies issues and takes corrective actions to maintain service reliability
- Provides first- and second-level troubleshooting and resolution of network-related incidents and service requests
- Supports network security operations by applying access controls, firewall rules, VPN configurations, and security updates in accordance with approved policies

- Maintains accurate network documentation including diagrams, inventories, configurations, and change records
- Assists with the deployment, testing, and maintenance of network upgrades, patches, and enhancements
- Conducts routine backup, recovery, and verification of network configurations
- Supports disaster recovery and business continuity activities related to network infrastructure
- Liaises with vendors, service providers, and contractors during installation, maintenance, and support activities
- Ensures compliance with GOJ and Judiciary ICT security policies and operational standards
- Provides technical support and guidance to ICT staff and end-users on network connectivity issues
- Responds to after-hours network incidents and emergency system issues as required
- Keeps abreast of developments in networking technologies and recommends operational improvements where applicable
- Collaborates with a variety of internal and external stakeholders (e.g. business analysts, software engineers, users, etc.) for the purpose of providing and/or receiving information and ensuring programme and project success.
- Manages assigned work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Responds to after-hours system problem calls.
- Responds to inquiries from a variety of sources (e.g. senior executives, staff, vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support.
- Keeps abreast of changes and new developments in ICT Systems & Networking and provides evidence-based recommendations.

Management/Administrative Responsibilities

- Prepares Individual Work Plans and contributes to section operational plans
- Maintains records, reports, and logs related to network operations and incidents
- Participates in meetings, training sessions, workshops, and seminars as required
- Supports assigned ICT infrastructure projects within established guidelines

Human Resources Responsibilities

- Contributes to a culture of teamwork, knowledge sharing, and continuous improvement within the Division.
- Assists with the preparation and delivery of technical presentations for the Orientation and Onboarding programme.

Other Responsibilities

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

5. PERFORMANCE STANDARDS

- Network infrastructure is architected, implemented, and maintained to meet or exceed defined service level agreements (SLAs), industry best practices, and GOJ security standards.
- Complex network issues are diagnosed and resolved proactively or within stringent, agreed-upon timeframes, with comprehensive root cause analysis reports.
- Network documentation is comprehensive, accurate, and updated continuously to reflect the as-built environment.
- Strategic recommendations are evidence-based, aligned with business goals, and delivered within agreed timeframes.
- Annual/Quarterly/Monthly performance and network health reports are analytical, accurate, and submitted on time.
- Individual Work Plans and project deliverables are completed in conformity with established standards and within agreed timeframes.
- Confidentiality, integrity, and a high degree of professionalism are consistently demonstrated.

6. AUTHORITY

- Recommends and influences decisions on strategic ICT Infrastructure investments and architectural changes.
- Escalates critical network risks and proposed solutions to the Director – ICT Infrastructure Management.

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

Internal Contacts

Contact (Title)	Purpose of Communication
Senior Director – ICT Director – ICT Infrastructure Management	• Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications, and propose solutions. • Receive guidance and provide regular updates on key ICT Infrastructure issues and priorities.
Strategic Planning, Reform & Monitoring Section	• Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic advice, support and feedback in the development of Corporate & Operational Plans
Senior Executives/Management	• Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
MDAs Key Stakeholders – Police, TAJ, DCS, DPP, EOJ, etc.	• Develop and maintain effective relationships. • Receive expert advice; and provide and exchange information. • Liaise on key Court Operations and Management Support & ICT Infrastructure issues.
MDAs	• Develop and maintain effective relationships/partnerships. • Liaise on key ICT Infrastructure issues
Ministry of Science, Energy & Telecommunications & Transport Office of the Prime Minister -ICT Authority/E-Gov	• Develop and maintain effective relationships. • Receive expert advice; and provide and exchange information. • Liaise on key ICT Infrastructure issues.
Office of the Cabinet	• Develop and maintain effective relationships. • Receive expert advice; and provide and exchange information. • Liaise on key ICT Infrastructure issues.
Auditor General	• Exchange information on audit queries and related processes

Contact (Title)	Purpose of Communication
Committees of Parliament related to Corporate Services/HRMD Affairs	Assists/Supports the CEO in discussions on the Judiciary's ICT Infrastructure and related matters
Professional Affiliations	- Provides expert advice and exchange information. - Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	- Monitors TOR for goods and services and related interventions. - Exchange of information.
General Public	Collaborate on matters, exchange information, provide advice and seek feedback.

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal, communication, and stakeholder management skills.
- Superior analytical, problem-solving, and root cause analysis skills.
- Strong leadership and mentorship abilities.
- Exceptional planning, organizing, and project management skills.
- High level of judgment, decision-making, and strategic thinking.
- Ability to influence technical strategy and motivate peers.
- Proficiency in the use of advanced network management and automation tools.

Technical

- Sound working knowledge of network administration and operations (LAN, WAN, WLAN)
- Knowledge of routing and switching fundamentals (VLANs, IP addressing, routing protocols)
- Practical understanding of network security controls (firewalls, VPNs, access control)
- Experience using network monitoring and diagnostic tools
- Ability to configure, maintain, and troubleshoot network devices
- Familiarity with ICT service management processes and incident handling
- Ability to maintain detailed technical documentation and reports
- Strong problem-solving skills and attention to detail
- Demonstrated integrity, reliability, and self-motivation

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline
- **Three (3) years' experience in network administration, ICT infrastructure support, or a related operational ICT role**

- At least one industry-recognized networking certifications (**CCNA, Network+, Fortinet NSE, or equivalent**)

OR

- NVQJ Level 5 in Computing, ICT, or a related discipline
- **Three (3) years' experience in network administration, ICT infrastructure support, or a related operational ICT role**
- Relevant networking certification (**CCNA, Network+, Fortinet NSE, or equivalent**)

10. 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.
- Will be exposed to dust, dirt and confined spaces in performing infrastructure installation and maintenance activities.
- Will be required to endure the following physical demands: occasional lifting, carrying, pushing, and/or pulling; frequent climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity.
- MUST own or have access to a reliable motor vehicle.
- Will be required to travel locally to perform ICT infrastructure and security functions at outstations and to attend conferences, seminars and meetings.