



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

JOB TITLE:	Systems 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 Systems Administrator is responsible for configuring, installing, maintaining, and repairing physical and virtual systems such as servers, racks and related hardware for the Judiciary and all its regions¹. The duties also include providing information, direction and/or recommendations regarding server, switches, etc. installations and configurations; resolution of system and network operational issues; and providing technical support to the Judiciary's stakeholders.

3. KEY OUTPUTS

- Operating systems, servers and related ICT Infrastructure equipment installed, configured and maintained
- Malfunctioning systems troubleshooted
- Operating systems and related ICT Infrastructure equipment repaired
- ICT Infrastructure processes documented and maintained
- Stakeholder relationships maintained
- Recommendations and technical advice provided
- Corporate/Operational Plans and Budgets developed
- Annual/Quarterly/Monthly performance reports prepared
- Individual work plans developed

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Participates in the development, implementation and maintenance of policies, procedures for ICT Infrastructure/systems administration.
- Provides expertise and support during systems upgrades, installations, conversions, and file maintenance.
- Manages a wide range of ICT systems development and enhancement and the integration of new systems with existing systems.

¹ A Region constitutes all courts in three to four parishes island-wide or a combination of the Supreme Court, Court of Appeal and the CAD.

- Develops standard operating procedures and best practices, including providing written protocols and guidance for ICT processes and systems in the Judiciary.
- Manages servers, switches, racks, UPSs, backups, security solutions, systems hardware and equipment in accordance with industry principles and practices.
- Administers systems and servers related to the Judiciary's (e.g. email systems, accounts, workstation ID, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.
- Manage telecommunications infrastructure and development plans, projects, policies and procedures.
- Investigates, analyses, and resolves complex systems and hardware problems on the Judiciary's ICT systems by performing advanced system and hardware repairs, maintenance, technical assistance, and support on a range of PC computers and peripherals.
- Contributes to the configuration of on-site network systems (e.g. servers, routers, network security, etc.) for the purpose of ensuring efficient operations.
- Maintains ICT systems compliance with the Judiciary's/GOJ ICT security policies and procedures.
- Administers vendor, outsource, and consultant contracts and service agreements.
- 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.
- Monitors a variety of computer systems and functions (e.g. systems performance, etc.) for the purpose of ensuring that the Judiciary's computer systems are secure, and resources are utilized effectively.
- Provides troubleshooting support for escalated systems and hardware problems in keeping SLAs and other guidelines.
- Reviews, prioritizes, and processes problem reports, as well as documenting the progress of projects.
- Provides technical assistance, support, and troubleshooting in the resolution of system communications failures and conflicts.
- Responds to after-hours system problem calls.
- Supports major cross-section of networking systems (e.g., remote access systems architecture, network core, building and departmental networks, wide area connectivity).
- Researches a variety of topics (e.g. trends, systems, hardware, etc.) for the purpose of recommending procedures and/or purchases.
- Advises senior management on the needs and configuration of new hardware purchases for the purpose of ensuring the Judiciary's ICT Infrastructure purchases are value for money.
- Collaborates with a variety of internal and external stakeholders (e.g. business analysts, software engineers, network administrator users, etc.) for the purpose of providing and/or receiving information and ensuring programme and project success.
- Participates in meetings, workshops and/or training for the purpose of conveying and/or gathering information required to perform job functions.

- 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

- Develops Individual Work Plans based on alignment to the overall plan for the section.
- Participates in meetings, seminars, workshops and conferences as required.
- Prepares reports and programme documents as required.
- Maintains customer service principles, standards and measurements.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Assists with the preparation and conducts presentations on role of Division/Unit 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

- Operating systems, servers and related ICT Infrastructure equipment installed, configured and maintained in keeping with industry standards, GOJ guidelines and timeframes.
- Malfunctioning systems troubleshooted in keeping with industry standards, GOJ guidelines and timeframes.
- Operating systems and related ICT Infrastructure equipment repaired in keeping with industry standards, GOJ guidelines and timeframes.
- ICT Infrastructure processes documented and maintained in keeping with industry standards, GOJ guidelines and timeframes.
- Stakeholder relationships maintained are harmonious and timely.
- Recommendations and or advice on ICT – Applications Development matters provided are evidence-based (supported by qualitative/quantitative data) and delivered within agreed timeframes.
- Annual/Quarterly/Monthly performance reports are prepared in accordance with the agreed format, are accurate and submitted on time.
- Individual Work Plans developed in conformity with established standards and within agreed timeframes.

- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommends new ICT Infrastructure to enhance the Judiciary's strategic and technical capabilities.

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

Contact (Title)	Purpose of Communication
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
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 and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Possess a strong background in the Windows OS and Windows Server OS.

- Advanced knowledge of a wide range of computer systems, hardware, networking, and communications.
- Ability to diagnose and rectify a wide range of complex computer hardware and systems problems.
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users.
- Ability to install and configure computer systems, hardware, and peripherals.
- Knowledge of LAN, WAN, and WLAN design and implementation.
- Knowledge of network capacity planning, network security principles, and general network management best practices.
- Knowledge of core routing and switching design principles, best practices, and related technologies.
- Good Working technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL, and Ethernet.
- Excellent hardware troubleshooting experience and network monitoring and analysis software.
- Knowledge of defining organisational information security requirements.
- Ability to identify and analyse information security risks.
- Knowledge of user access control systems to prevent unauthorized access, modification, manipulation etc.
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values.
- Sound knowledge of standards and procedures in the development and implementation of ICT systems.
- Sound knowledge of the local and international ICT systems environment, including standards, practices and trends.
- Ability to manage a range of project types and complex business initiatives and change programmes.
- Good Knowledge of GOJ ICT systems (existing and emerging).
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendations for the modification or creation of legislation, policies and programmes.
- Good verbal and written communication skills, with the ability to deliver presentations with tact, clarity, enthusiasm and accuracy to widely varied audiences.
- A high level of initiative and self-motivation.
- Demonstrated interpersonal and negotiation skills.

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 certification **CCNA, Windows Server Hybrid Administrator Associate , 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, CCNP, 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.