Job Description

JOB TITLE: Network Administrator

JOB PURPOSE:
The incumbent is required to provide support in all technical aspects of the network infrastructure including voice, data and security systems to ensure effective and efficient operations of the Trinidad and Tobago Housing Development Corporation.

WORKING RELATIONSHIPS:
- Reports to the Manager-Information, Communication and Technology.
- Works closely with service providers, internal and external stakeholders.

MAJOR DUTIES & RESPONSIBILITIES:
- Monitors, maintains and optimizes network performance, system applications, resources and backup procedures within the Corporation's requirements.
- Defines, implements and maintains Information, Communication & Technology security requirements, policies and procedures relevant to the Corporation.
- Defines and coordinates system updates, upgrades and the replacement of old applications and hardware.
- Installs and configures a range of appliances, including servers, desktop and laptop computers, routers, printers, mobile phones, and tablets.
- Troubleshoot and resolves computer and electronic issues and provide ICT support to operational staff when necessary.
- Logs all computer, terminal, and printer hardware/software problems. Calls appropriate maintenance organizations and arranges for repair. Notifies manager of unusual problems.

- Prepares and submits reports in accordance with the Corporation's requirements.
- Liaises with internal and external stakeholders; as required.
- Performs any other related duties and responsibilities consistent with the job title/position.
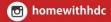
QUALIFICATIONS AND EXPERIENCE:
- Bachelor's Degree in Information Technology, Computer Science, Computer Engineering; or equivalent qualification in a related discipline;
- Technical certification such as CCNA, CCNP, MCSE/ MCITP;
- Four (4) years in a similar position; or
- Equivalent combination of training and experience.

KNOWLEDGE AND SKILLS:
- Proficiency in MS Office (Outlook, Word, Excel, PowerPoint and Project) and other software tools MS Windows 2008/2012, SAN storage, Hyper –V Environment; Domain Environment, MS exchange 2013, System Centre 2012.
- Working knowledge in the configuration and administration of local, area, wide and wireless networks.
- Working knowledge in the installation of enterprise server infrastructure and management applications.
- Working knowledge of MS SQL Server.
- Ability to be detail oriented.
- Ability to manage multiple tasks/projects.
- Ability to understand and troubleshoot computer and electronic issues.
- Ability to use the internet for research purposes.
- Ability to lead and work as part of a team.
- Excellent communication skills (oral, written and interpersonal).
- Excellent customer service skills.
- Excellent time management skills.
- Good analytical and reasoning skills

PHYSICAL REQUIREMENTS:

- Prolonged periods sitting at a desk and working on a computer.
- Frequently required to stand, walk, carry or pull.
- May be required to climb, bend or squat on occasion.
- Must be able to lift and/or move and occasionally lift or pull 25-50 pounds.