(a)

Position Title	Senior IT Administrator *(Systems & Network)*
Supervisor/Manager	Manager Financial Services, Finance, IT and Fleet
Reviewed Date	December 2020
Reviewed By	CEO

Prime Function/Purpose of Job

The Senior IT Administrator (Systems & Network) will use extensive knowledge and skills obtained through education and experience to maintain and enhance all network infrastructures at MSAF / ITC. This includes overseeing all servers, firewalls, switches, and other equipment. The ideal candidate will play a role in revising MSAF security plan. Candidate will have extensive contact with internal customers, IT departments from other organization, providing requested data to these parties.

The Senior IT Administrator (Systems & Network) reports to the Manager Financial Services, Finance IT and Fleet and is responsible for managing and coordinating hardware and software maintenance, training and consultation, and recommendations for present and future planning and development of resources.

Key Responsibilities and Accountabilities

1. Manage information technology and computer systems
    - Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP).
    - Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
    - Meet with managers to discuss system requirements, specifications, costs and timelines.
    - Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
    - Control the computer systems budget and expenditures.

2. Manage Network Infrastructure
    - Maintain the network infrastructure at DHE including all servers, firewalls, switches, and other equipment.
    - Upgrade network components as newer technology becomes available.
    - Implement new technology that benefits the employees of DHE.

- Provide user support for all printer and workstation issue.
- Ensure that backups of all server data are being performed daily.
- Rebuild network components when necessary because of network crash or failure.
- Update Cisco ASA Firewall and Switch configurations as needed.
- Oversee Antivirus protection for all computers and servers in the office.
- Administrate Exchange e-mail server for internal and remote connection.
- Administer and maintain a disaster recovery location which includes essential file replication and remote access in the event of an emergency (E^3Fort).
- Make technology recommendations of what hardware/software is needed at the server and user levels.
- Manage new/existing user accounts for the internal network domain.
- Oversee the patch management process for all servers and workstations.
- Administer connections to the video conferencing system, and video bridge.
- Set up and support remote email access and general telephone usage on mobile devices.
- Manage all IT related licensing contracts with our software vendor.
- Oversee the IT Budget within the IT system.

3. Ensure technology is accessible and equipped with current hardware and software.
- Troubleshoot hardware, software and network operating system.
- Be familiar with all hardware and software.
- Be familiar with network operating system.
- Provide orientation to new users of existing technology.
- Train staff about potential uses of existing technology.
- Train staff about new and potential use.
- Provide individual training and support on request.
- Provide recommendations about accessing information and support.
- Maintain current and accurate inventory of technology hardware, software and resources.

4. Monitor and maintain technology to ensure maximum access. Troubleshoot all technology issues.
- Maintain log and/or list of required repairs and maintenance.
- Make recommendations about purchase of technology resources.
- Research current and potential resources and services.
- Provide network access to all staff.
- Install work stations.
- Connect and set up hardware.
- Load all required software. Provide network accounts and passwords as required.

- Monitor security of all technology.
- Install and maintain Foolproof and passwords.
- Input and maintain IP addresses.
- Advise staff of security breach and/or change in password or security status.
- Ensure installation of lock out programs.
- Identify and prepare hardware for disposal when appropriate.
- Ensure hardware is stripped and secured for disposal.
- Ensure Business continuity and disaster recovery procedures are in place for all IT systems.
- To develop and control the IT security policy.

5. Network Security
   - Establish and maintain protocol for ensuring network security.
   - Determine and administer user access, privileges and security.

6. Hardware/software administration, implementation and development
   - Order and set up new hardware as needed.
   - Provide leadership and advice on updating versions and patches of server software.

7. Online systems.
   - Strategize, develop, implement and maintain leading edge online systems capability.

8. Website design and maintenance.
   - Strategize, develop, implement and maintain a relevant MSAF website.

9. Perform other related duties as required during working hours.
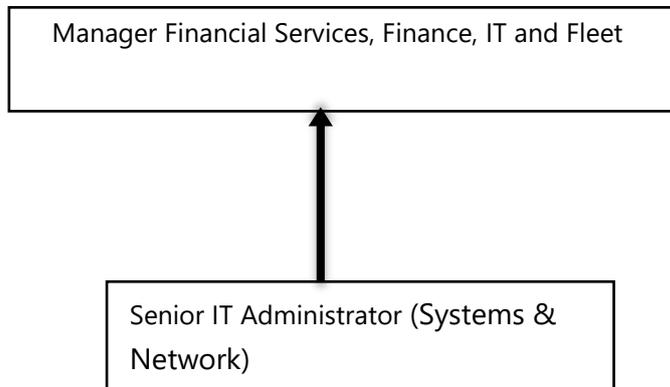
(b)   Principal Objectives and End Results expected of the job

(c)   Job Dimensions

Number of Staff: NIL
Operating Budget: As per Annual HR Budget

(d)   Organization Structure

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│  Manager Financial Services, Finance, IT and  │
│  Fleet                                        │
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       ┌──────────────────────────────────┐
       │  Senior IT Administrator (Systems & │
       │  Network)                          │
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(e)   Knowledge, Experience, Skills and Attributes Required

The following are considered essential:

- ✓ A Degree in Computer Information System, Computer Science, MIS, Business Intelligence, Engineering or related technical discipline. Equivalent work experience in the Information Technology field will be considered; with at least 5 to 6 years' experience in a similar role with CCNA/MCP/MSCA Networking Certification / Administrator.

The incumbent must have proficient knowledge in the following areas:

- ✓ Ability to install and administer computer hardware, computer software and networks.
- ✓ Windows troubleshooting experience.
- ✓ Windows Server experience.
- ✓ Network Services (DNS, DHCP, etc.).
- ✓ Cisco ASA firewall administration.
- ✓ Experience with Exchange email administration.
- ✓ Experience with Active directory administration.
- ✓ Experience with Symantec Backup Exec and Endpoint Protection products.
- ✓ Demonstrated leadership skills in the fast paced environment and ability to work under pressure.
- ✓ Strong analytical, problem solving skills and team building skills.
- ✓ Excellent written, interpersonal and communications skills.

Skills

The incumbent must demonstrate the following skills:

- Management and supervisory skills.
- Ability to install and administer computer hardware, software and networks.
- Team building skills.
- Analytical and problem solving skills.
- Decision making skills.
- Effective verbal, presentation and listening communication skills.
- Effective written communication skills.
- Computer skills including the ability to operate computerized accounting, spreadsheet, word processing, graphics and website development programs at a highly proficient level.
- Stress management skills.
- Time management skills.

The following are considered desirable:

- Masters in Information Technology with at least 1-2 years' experience in a similar role with CCNA/MCP/MSCA Networking Certification.

(f) Span of Control

(g) MSAF Levels and Freedom of Action

Nil

(h) Problem Solving

The officer will be required to work independently on key IT issues within MSAF and liaise with ITC on key data migration elements. The nature of work will require a lot of problem solving and decision making based on the officers skills and abilities to ensure that the transfer of IT issues from VT solution to ITC is effective.

(i) Contacts

(j) Challenges and Impact on Organization Results

The vision of MSAF is to be a dynamic, internationally respected regulator, provider and promoter of maritime safety, and marine environment protection.

i)   The challenges encountered include but not limited to:

Maintaining uninterrupted network connections; preventing network crashes and failure; ensuring data is effectively migrated to the ITC server; and ensuring backup systems are in place for data recovery.

(k)   Additional Information Relevant to the Position
Nil