



# **NATIONAL ENVIRONMENT AND PLANNING AGENCY**

## **JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Enterprise Systems Specialist
<b>JOB GRADE:</b>	<b>7</b>
<b>POST NUMBER:</b>	
<b>DIVISION:</b>	Corporate Management
<b>BRANCH:</b>	Information Technology
<b>REPORTS TO:</b>	Information Technology Manager
<b>MANAGES:</b>	System Administrator

This document is used as a management tool and specifically to enable the classification of positions and the evaluation of the performance of the post incumbent.

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

### **Strategic Objectives of the Division/Branch:**

The Corporate Management Division provides a portfolio of organization support functions to enable efficient operations of the Agency in executing its mandate and the achievement of its objectives. The Division comprises the following Branches:

**Finance & Accounts Branch:** is responsible for managing the financial affairs of the Agency establishing and maintaining sound financial controls, accounting systems and procedures in keeping with standard accounting principles and practices and GoJs standards and requirements.

**Public Education and Corporate Communication Branch** is responsible for providing public education and consultation support services to the divisions and branches as well as to coordinate the Agency's public relations programmes.

**Information Technology Branch:** is responsible for the ongoing operations and technical support of the agency's technology infrastructure to support operational management and delivery of its services.

**Facilities Management and Operations Branch:** provides property, security, transport and maintenance management; office services management; and records management services.

**Public Procurement Branch:** provides procurement management services and administers procurements.

### **Job Purpose:**

Under the leadership and direction of the Manager – Information Technology, the Enterprise Systems Specialist is responsible for maintaining the Agency's computer networks and ICT equipment, and solving any problems that may occur on them. The duties include installing and configuring computer networks and systems and monitoring computer networks, systems and devices to identify how performance can be improved.

### **Key Outputs:**

- Computer network hardware, systems and equipment configured, monitored and maintained
- Technical issues with respect to networking and hardware resolved
- ICT Networking processes documented and maintained
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Technical advice and interpretation provided
- Individual Work Plan developed
- Staff Appraisals and Coaching conducted

## **Key Responsibility Areas:**

### **A. Managerial/Administrative Responsibilities**

- Participates in the development of the Branch's Corporate/Operational Plans, Budget and Individual Work Plans;
- Prepares/supervises the preparation of reports to the Manager Information Technology, Senior Executives and other relevant stakeholders;
- Represents the NEPA at meetings, conferences, workshops and seminars;
- Prepares reports and project documents as required;
- Prepares and delivers ICT Infrastructure presentations as needed;
- Supports and maintains customer service principles, standards and measurements.

### **B. Technical/ Professional Responsibilities**

- Participates in the development, implementation and maintenance of policies, procedures for network administration;
- Supports major cross-section of networking systems (e.g., remote access systems architecture, network core, building and departmental networks, wide area connectivity);
- Contributes to the design and deployment of the organisation's LANs, WANs, and wireless networks, including servers, routers, switches, UPSs, and other hardware;
- Maintains Hardware Asset Register detailing ICT equipment used by the agency and identify, analyse and manage associated information risks;
- Conducts research on network products, services, protocols, and standards to remain abreast of developments in the networking industry;
- Interacts with vendors, outsourcers, and contractors to secure network products and services;
- Configures networks to ensure their smooth and reliable operation for fulfilling business objectives and processes;
- Monitors network performance and troubleshoots problem areas as required;
- Installs and tests networking hardware and software products/solutions, and other peripheral devices;
- Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records;
- Provides technical support to other ICT teams in troubleshooting problems relating to products/solutions;
- Ensures network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances;
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information;
- Carries out/supervises onsite and offsite backup activities of files as scheduled;
- Manages backup and disaster recovery systems ensuring periodic testing of recovery procedures to facilitate immediate/emergency response when required;

- Monitors and tests network performance and provides network performance statistics and reports;
- Participates in managing all network security solutions;
- Maintains awareness of latest cyber-security threats and confers/escalates to the Manager on matters of concern;
- Manages assigned IT projects undertaken internally or by external service providers.
- Designs and conducts training for users in as required.
- Collects and analyses operational data to identify emerging trends and logs problem records to assist with problem resolution and increased network availability;
- Collaborates with key internal stakeholders (management and line staff) to assess near and long - term network capacity needs;
- Keeps abreast of changes and new developments in ICT Systems Networking and provides evidence-based recommendations.

#### **B. Human Resource Responsibilities**

- Provides management and guidance through effective planning, delegation, communication, training, mentoring and coaching of high-performing ICT professionals who possess outstanding knowledge, experience, ethics, and integrity;
- Evaluates and monitors the performance of staff under direct supervision and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Division;
- Recommends succession initiatives, transfer, promotion and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the Division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effects disciplinary measures in keeping with established guidelines/practices.

#### **D. Other Responsibilities**

- The incumbent may, from time to time be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

#### **Authority**

- The incumbent is authorized to:
  - Recommends ICT Network and general infrastructure strategies and programmes;
  - Recommends staff appointments, promotion, recruitment, disciplinary action,

- leave and general welfare issues;
- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

### **Performance Standards:**

- The installation, configuration, monitoring and maintenance of computer network hardware, software and applications is carried out in accordance with set standards, instructions and timeframes;
- Technical issues with respect to desktop, server networking and hardware are promptly and suitably resolved as per the established Service Level Agreement;
- ICT Networking processes documented and maintained in accordance with relevant standards and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframes;
- Staff Coached and appraisals completed and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

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

#### **(i) Internal Contact (required for the achievement of the position's objectives)**

<b>Contact (Title)</b>	<b>Purpose of Communication/Contract</b>
CEO/Director, Corporate Management Manager, IT	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision making;</li> <li>• Identify emerging issues/risks and their implications, and propose solutions;</li> <li>• Receive guidance and provide regular updates on key Network issues and priorities.</li> </ul>
Senior Executives/Management in Divisions	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships</li> <li>• Collaborate, exchange information, provide strategic Network advice, support and feedback</li> </ul>
General Staff	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships</li> <li>• Provide expert advice and exchange information</li> </ul>

**(ii) External Contact (required for the achievement of the position's objectives)**

<b>Contact (Title)</b>	<b>Purpose of Communication/Contact</b>
MDAs	<ul style="list-style-type: none"><li>• Develop and maintain effective relationships;</li><li>• Provides expert advice on Network matters; and exchange information;</li><li>• Liaise on key ICT issues</li></ul>
Office of the Prime Minister -ICT Authority/E-Gov Ministry of Science, Energy, Telecommunications & Transport	<ul style="list-style-type: none"><li>• Develop and maintain effective relationships;</li><li>• Receive expert advice; and provide and exchange information;</li><li>• Liaise on key ICT Security issues.</li></ul>
Professional Affiliations	<ul style="list-style-type: none"><li>• Provides expert advice and exchange information;</li><li>• Identify innovation and new opportunities for the Association.</li></ul>
Contractors, suppliers and providers of services	<ul style="list-style-type: none"><li>• Monitors TOR for goods and services and related interventions;</li><li>• Exchange of information.</li></ul>
General Public	<ul style="list-style-type: none"><li>• Collaborate on matters, exchange information, provide advice and seek feedback</li></ul>

**Working Conditions**

- 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 travel locally to perform ICT infrastructure and security functions at outstations and to attend conferences, seminars and meetings.

**Required Competencies**

- Good knowledge of LAN, WAN, and WLAN design and implementation;
- Good Knowledge of network capacity planning, network security principles, and general network management best practices;
- Good technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches, firewalls, remote access, DNS, VLAN, DSL, and Ethernet;
- Good hardware troubleshooting experience and network monitoring and analysis software;

- Good Knowledge about testing tools and procedures for voice and data circuits;
- Sound knowledge in defining organisational information security requirements;
- Ability to identify and analyse information security risks;
- Sound knowledge of user access control system to prevent unauthorised access, modification, manipulation etc.;
- Demonstrates sound personal and professional integrity, reflecting high ethical and moral values;
- Good Knowledge of GOJ ICT systems (existing and emerging);
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences;
- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills.

### **Minimum Required Education and Experience**

- Bachelor's Degree in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, Information Technology or a related discipline;
- Three (3) years related experience.

#### **OR**

- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification or CompTIA Network+ certification or related Networking certification;
- Three (3) years related experience.

#### **OR**

- NVQJ Level 5 in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, Information Technology or a related discipline;
- Three (3) years related experience.