



NATIONAL ENVIRONMENT AND PLANNING AGENCY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Manager – ICT Infrastructure & Technical Support
JOB GRADE:	Level 8
POST NUMBER:	338295
DIVISION:	Corporate Management
BRANCH:	Information & Communications Technology
REPORTS TO:	Director ICT
MANAGES:	Network Administrator ICT Infrastructure Officer Senior Technical & User Support Officer Technical & User Support Officer

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:

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 & Communications 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 Director – ICT, the Manager – ICT Infrastructure & Technical Support is chiefly accountable for delivering an effective, secure and resilient ICT infrastructure that supports the agency's organisational requirements, through the provision of voice and data networks and ICT equipment, including servers, PCs, phones, printers and mobile devices. The Manager also drives the information literacy and user support services for the agency.

Key Outputs:

- LANs, WANs & Wireless Networks designed and deployed
- Firewalls and VPNs designed, implemented and supported
- Networks monitored and analyzed
- User Support Services managed
- Technical advice and interpretation provided
- Annual/Quarterly/Monthly performance reports prepared
- Individual work plans developed
- Staff coached and appraisals conducted

Key Responsibility Areas:

Management Responsibilities

- Manages the development of the Section's Corporate/Operational Plans, Budget and Individual Work Plans;
- Supervises preparation of reports to Director - ICT, CEO, Senior Executives and other relevant stakeholders;
- Represents Director - ICT 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.

Technical/ Professional Responsibilities

- Assists the Director, ICT in the development and implementation of the ICT strategy, plans and policies as a senior staff of the ICT team;
- Manages the design and implement short and long term plans to ensure ICT infrastructure meets existing and future capacity and capability requirements of the agency;
- Manages the development, implementation and maintenance of policies, procedures for network administration in the agency;
- Develops, implements, manages and maintains the ICT infrastructure including LANs, WANs, wireless networks, server routers, switches, UPSs and network configuration, accessibility, connectivity, and backup in the agency;
- Manages Hardware Asset Register detailing ICT equipment used by the agency, and identify, analyse and manage associated information risks;
- Develops procedures and associated implementation, testing and training plans for infrastructure administration;
- Drives the creation and maintenance of documentation concerning network configuration, network mapping, processes, and service records;
- Partners with the Manager – Business Process and Applications Development on the design, implementation and maintenance of data management systems and other productivity and business solutions;
- Partners with the Manager – ICT Security on ensuring compliance with internal and external information security requirements;
- Maintains awareness of latest cyber-security threats and confers with the Director – ICT and Manager – ICT Security on measures to be implemented to minimize risk to information assets;
- Ensures ICT systems are secure and resilient, carrying out proactive maintenance (e.g. patching) and ensuring processes and configurations are clearly documented;
- Designs, implements and monitors mechanisms to ensure that the ICT Service/Help Desk operates efficiently and effectively, providing technical support to users/clients as required;
- Designs, implements and frequently evaluates business continuity measures, such as disaster recovery plans for critical systems and telephony;
- Manages the technical aspects of ICT Infrastructure projects, by preparing business cases, project documents and budgets;
- Identifies and take actions to manage ICT related risks that have the potential impact negatively on the future continuity of the agency's operations;
- Manages effective relationships with key stakeholders and suppliers to secure best value for ICT goods and services, and to encourage innovative ideas to be adopted;
- Conducts research on network products, services, protocols, and standards to remain abreast of developments in the networking industry;
- Uses data to identify trends and common issues and take appropriate actions to prevent or reduce the impact of issues;
- Monitors and tests network performance and provides network performance statistics and reports;
- Provides regular verbal and written reports to senior executives on ICT service levels, planned maintenance, issues and data;

- Keeps abreast of changes and new developments in ICT Systems Networking and provides evidence-based recommendations.

Human Resource Responsibilities

- Provides management through effective planning, delegation, communication, training, mentoring and coaching of high-performing audit professionals who possess outstanding knowledge, experience, ethics, and integrity;
- Evaluates and monitors the performance of staff in the Branch 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;
- Demonstrates and upholds the Agency's core values in personal and professional behaviours in order to minimize reputational risks and maintain the corporate image of the Agency.

Other Responsibilities

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

Authority

- The position incumbent is authorized to:
 - Recommends new ICT Infrastructure to enhance the agency's strategic and technical capabilities;
 - Engages a range of related stakeholders;
 - 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:

- LANs, WANs & Wireless Networks designed and deployed in keeping with established standards and specified timeframes;
- Firewalls and VPNs designed, implemented and supported in accordance with agreed standards and timeframes;

- Networks monitored and analyzed within established guidelines, resources and timeframes;
- User support services managed in accordance with industry standards and timeframes;
- Recommendations and or advice on ICT Infrastructure 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 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 timeframes and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

Internal and External Contacts:

(i) Internal

Contact (Title)	Purpose of Communication/Contact
Director, Corporate Management Director, ICT	<ul style="list-style-type: none"> • 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 Management issues and priorities.
Senior Executives/Management in Divisions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic ICT Infrastructure Management advice, support and feedback
Direct Reports	<ul style="list-style-type: none"> • Provide coaching, guidance and support.
General Staff	<ul style="list-style-type: none"> • Develop and maintain effective relationships • Provide expert advice and exchange information

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

Contact (Title)	Purpose of Communication/Contact
MDAs	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Provides expert advice on ICT Infrastructure Management matters; and exchange information; • Liaise on key ICT Infrastructure Management issues
Ministry of Science, Energy & Telecommunications & Transport	<ul style="list-style-type: none"> • Develop and maintain effective relationships;

Contact (Title)	Purpose of Communication/Contact
Office of the Prime Minister -ICT Authority	<ul style="list-style-type: none"> • Receive expert advice; and provide and exchange information; • Liaise on key ICT Infrastructure Management issues.
Professional Affiliations	<ul style="list-style-type: none"> • Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	<ul style="list-style-type: none"> • Monitors TOR for goods and services and related interventions; • Exchange of information.
General Public	<ul style="list-style-type: none"> • Collaborate on matters, exchange information, provide advice and seek feedback

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

Required Competencies:

- Sound 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 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;
- 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 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 projects 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 recommendation for the modification or creation of legislation, policies and programmes;
- 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, or a related discipline;
- Five (5) years related experience, with at least three (3) years in an ICT Infrastructure Management/Security/Protection role.

OR

- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification or related Networking certification;
- Five (5) years related experience, with at least three (3) years in an ICT Infrastructure Management/Security/Protection role.

OR

- NVQJ Level 5 in Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Five (5) years related experience, with at least three (3) years in an ICT Infrastructure Management/Security/Protection role.