Government of Trinidad and Tobago
JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: NETWORK SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services in the management, operations and maintenance of the computer network hardware and software, intranet, internet, portal, communications, LANs, WANs and related connectivity infrastructure of the Ministry/Department. Duties include: operating and maintaining network and connectivity components; monitoring network security; resolving network problems and service incidents; and supervision of Technical and Support Staff as required.

REPORTS TO:	ICT Manager, Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies and maintains specific security controls to the network and connectivity infrastructure, as defined by the Ministry/Department's policy and standards, to enhance resilience to unauthorised access.
- Maintains knowledge of specific technical specialisms in the areas of networking and connectivity, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Assists with the project management of defined networking and connectivity projects, including identifying and mitigating project risk, ensuring quality in project delivery, and managing assigned resources.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Installs, tests, corrects, commissions/decommissions networking and connectivity infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the networks and related infrastructure are not breached.
- Investigates minor security breaches with networks and connectivity infrastructure in accordance with established procedures, takes necessary corrective action, and maintains relevant security records and documentation.
- Carries out agreed operational procedures, and maintenance and installation work, on the network and connectivity infrastructure of the Ministry/Department.
- Identifies and resolves network problems following agreed procedures and assist with monitoring and reporting on performance using network management software and tools.
- Assists with the investigation and resolution of problems with networking infrastructure and services, and assists with the implementation of preventative measures to address future issues.
- Receives and handles service desk and incident management requests for network and connectivity infrastructure support following agreed procedures, and maintains relevant records.
- Supervises technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:	
KNOWLEDGE:	- Knowledge of defined components of networking and communications infrastructure. - Knowledge of project management tools and techniques. - Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation. - Some knowledge of relevant Public Service rules and regulations, instructions and procedures.
SKILLS AND ABILITIES:	- Ability to supervise technical and support staff. - Ability to think creatively and to implement IT connectivity solutions. - Ability to manage networking and communications projects. - Ability to communicate effectively both orally and in writing. - Ability to promote teamwork. - Ability to establish and maintain effective working relationships with colleagues. - Ability to interact positively with members of the public and external stakeholders.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum of three (3) years' experience performing at a technical level, including at least eighteen (18) months' experience in the operation and maintenance of network, messaging and communications infrastructure.
- Training as evidenced by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.