



TOBAGO REGIONAL HEALTH AUTHORITY
Job Title: Network Administrator

New

Position Number: _____

Revised

Reports to: Infrastructure and Telecommunications Coordinator

Department: Information and Communications Technology

Approved by: _____ Date: _____

JOB SUMMARY

The Network Administrator ensures the stable operation of the information systems infrastructure in the network environment.

RESPONSIBILITIES

- Recommends, installs, configures, and maintains Routers, Firewalls, Switches and Servers
- Manages the IT back-up system in its entirety from procedural review, to testing and disaster recovery in conjunction with the Service Delivery Administrator
- Monitors networked telecommunications systems usage and performance to ensure that resources are used efficiently and that the required resource usage does not exceed those available
- Safeguards computer files against: accidental or unauthorized access
- Ensure that all network events are logged on the system
- Ensures that telecommunications and network resource areas are kept tidy and well ordered
- Designs and monitors cost-effective security programs for the overall security and integrity of the RHA electronic information, information systems, and information networks
- Uses network management tools to respond to, identify, isolate and prioritize the determination and resolution of significant problem events (e.g., router, switch, server, and carrier problems)
- Installs and configures storage devices and corresponding software, including firmware updates

- Oversees the provision of integrated hardware and network support; troubleshoots and resolves complex and involved system hardware and networking failures and conflicts
- Supervises the administration of systems and server related network to ensure availability of services to authorized users
- Establishes a reporting process to ensure that management is kept apprised of the effectiveness of Information Technology security and problem resolution
- Identifies, responds to and resolves issues with network configuration
- Provides tactical input on overall network planning and related projects
- Documents and maintains operational processes and tasks
- Liaises with service providers (e.g. Internet and Network Providers, etc) to maximize uptime
- Provides training to all users in system use and access
- Adheres to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, MoH/ DHSS, and TRHA Protocols, Guidelines, Policies and Procedures and legislation
- Performs other related duties as assigned

ACCOUNTABILITIES

- Staff Development Plans and Progress Reports
- Budget/ Variance Reports
- Monthly Reports (WAN Usage and Statistics, New Equipment, Major Faults, Security Breaches, etc.)

AUTHORITIES

- To liaise with service providers to ensure the PBX Systems are up and running
- To schedule projects in order of priority

SPECIAL REQUIRMENTS

- Willing to work overtime, public holidays and weekends as requested by the Infrastructure and Telecommunications Coordinator
- Staff must avail themselves as far as possible for duty in the event of an emergency or disaster

SUPERVISORY RESPONSIBILITY

Directly: Network Analyst

REPORTING

Reports directly to the Infrastructure and Telecommunications Coordinator or duly authorised officer

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Check Point/ISA or TMG firewall administration will be an asset
- Ability to think analytically and logically. Knowledge of a wide range of computer systems software, applications, hardware and telecommunications
- Self initiating and enthusiastic problem solver
- Strong interpersonal and communication skills
- Possess the ability to use initiative and independent judgment to achieve assigned responsibilities
- Requires above average coordination and must be able to bend, lift and move switches, servers, etc.

CREDENTIALS AND EXPERIENCE

- BSc. degree from an accredited College or University with Major course of study in Computer Sciences, Information Technology or Computer/Management Information Systems
- A+ and Network+ Certified
- Cisco Certified Network Administrator (CCNA) and Microsoft Certified Systems Engineer (MCSE)/ Microsoft Certified IT Professional (MCITP) Enterprise Administrator certified
- Minimum of three (3) years of experience in a similar position
- SQL Server and Microsoft Dynamics experience would be an asset
- Security+, PBX Training (inclusive of VoIP) and CISCO training would also be an asset

APPROVALS:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____

CEO: _____

Date: _____

Employee Review:

I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities, and understand that the performance of other duties will be required from time to time in order to meet the Authority's needs. I have been given a copy of this description.

Incumbent's Signature: _____ **Date:** _____