

GUYANA WATER INC.

JOB DESCRIPTION

JOB NUMBER:

JOB TITLE: Network/System Administrator

LOCATION: Head Office

DEPARTMENT: Information Communication & Technology
Department

REPORTS TO: Data and Communications Network
Manager

SUPERVISES: -

PURPOSE: Primarily responsible for operation and system administration of GWI's LAN/WAN, Servers, Email and Network Security Services, in order to enable the department to provide a high availability Data and Communications infrastructure to support GWI's business needs.

MAIN DUTIES AND RESPONSIBILITIES

1. Install new and rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, backup devices, etc. in accordance with standards and project/operational requirements.
2. To upgrade, install, configure, maintain, troubleshoot and monitor all Citrix farms, Mail Servers, Antivirus Servers, and other such specialized systems.
3. To continuously upgrade, configure, setup, monitor and maintain – routers, bridges, switches, firewalls, and other equipment that allows connection within and between WAN and LAN and to ensure a high level of efficiency and uptime in the Network.

4. To perform daily system monitoring, verifying the integrity, security and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups in collaboration with the Application Support Team.
5. To monitor traffic ensuring that bandwidth is utilized as per policies implemented and that each type of traffic: voice, data and video are properly separated according to specifications.
6. Liaise with Internet Service Providers to maintain connectivity between Head Office and Satellite Offices.
7. In collaboration with the Application Support team, ensure all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
8. To provide high level support and perform server side activities for end users relating to User Account Management, Maintenance and Security access.
9. Maintain documentation regarding all servers, routers, switches, firewalls, modems and other network connected devices.
10. To repair and recover from hardware or software failures in coordination with the Application Support Team.
11. To apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
12. To prepare monthly reports of all periodic examinations and tests. Reports must also include summary of projects undertaken during the month.
13. In collaboration with Network Technicians, test cabling, wiring, and wireless connections to ensure connectivity and effective functioning of Network Connected Devices.
14. This position may be assigned other duties, in addition to or in lieu of those described above, and any duties are subject to change at any time.

QUALIFICATIONS AND EXPERIENCE:

Education:

1. Bachelor's Degree in Computer Science or equivalent qualification.
2. Certification in Routing and Networking such as CCNA.
3. Systems Administration/System Engineer certification in Microsoft
4. Certification in Administration of Linux Systems would be an asset.

Experience:

Three (3) to Five (5) years Networking or System Administration experience on a medium to large sized network using current technologies.

Skills:

1. Demonstrated knowledge of Windows and Linux servers, client products.
2. Demonstrated knowledge of setting up routing and remote access for users.
3. Knowledge of Exchange Server, Citrix Farms, Document Management Systems highly desirable.
4. Demonstrated Knowledge of Virtualization Solutions and their Management
5. Demonstrated ability to administer a 300+ node network including firewalls and ability to support network connected devices.
6. Demonstrated working knowledge of current communications devices and protocols, server side and client side technologies.
7. Orientation and training of new staff.
8. Ability to define and determine technical specifications of hardware and software necessary for procurement.
9. Ability to manage multiple projects, activities and tasks simultaneously.
10. Facilitation and change management skills.
11. Highly developed verbal and written communications