CARIBBEAN COMMUNITY SECRETARIAT

DETAILS OF THE POST
SYSTEM AND NETWORK ADMINISTRATOR
INTEGRATED INFORMATION SYSTEMS

Applications are invited from interested and suitably qualified nationals of Caribbean Community (CARICOM) Member States and Associate Members of the Caribbean Community to fill the abovementioned position in the Caribbean Community Secretariat with assigned duty station in Guyana.

2.   FUNCTIONS OF THE POST

Under the supervision of the Deputy Programme Manager, Integrated Information Systems (IIS) the incumbent is responsible for the operations, administration and maintenance of the CARICOM Secretariat's core IT infrastructure in Guyana, to ensure high availability of enterprise applications and network services. This includes the planning, design, implementation, management, and support of servers, storage devices, network hardware, client systems, software and communication links required for the voice, data, video and wireless network services.

3.   QUALIFICATIONS AND EXPERIENCE

Candidates must possess a Bachelor of Science Degree in Computer Science, Information Technology or related field, **plus** at least three (3) years of relevant and equivalent level experience working in one or more of the following institutions:

- □ Information Technology Company
- □ A public sector organisation
- □ A regional or international organisation

The incumbent must possess specialised training and good working knowledge in:

- □ System administration
- □ Network design, TCP/IP, network components, network diagnostics and monitoring and network security
- □ Microsoft Office 365 Enterprise
- □ Microsoft operating systems such as Windows 11 Professional, Windows Server 2022
- □ Red Hat Enterprise Linux and MySQL administration
- □ Microsoft SQL Server administration
- □ Experience with Cisco routers and switches
- □ SAN configuration and storage technologies
- □ Firewalls, VPNs, and telecommunications
- □ Cisco and Fortinet switches and security appliances
- □ VMware and Veeam software
- □ Patch management
- □ Dell Servers
- □ Cloud services

4. DUTIES AND RESPONSIBILITIES

Key Result 1: Systems Administration

Activities

1.1 **INSTALLS** and **SUPPORTS** the Secretariat's servers, network infrastructure and associated devices and software;

1.2 **ADMINISTERS** servers, storage devices, client systems, printers, network devices, software deployment, security updates and patches;

1.3 **MONITORS** and **EVALUATES** system performance in order to maintain system efficiency;

1.4 **ANALYZES** business requirements and **DEVELOPS** technical solutions;

1.5 **MAINTAINS** system integrity and security;

1.6 **TROUBLESHOOTS** technical problems affecting the IT infrastructure and **IMPLEMENTS** solutions;

1.7 **MAKES** recommendations for future upgrades;

1.8 **PREPARES** and **IMPLEMENTS** a maintenance program for servers, storage and devices supporting the IT infrastructure; and

1.9 **PREPARES** and **MAINTAINS** documentation on the servers, storage and other devices supporting the IT infrastructure.

Key Result 2: Enterprise Application Support

Activities

2.1 **PROVIDES** system monitoring and maintenance to ensure the optimal performance and availability of enterprise applications;

2.2 **PROVIDES** user access and security management, ensuring secure and appropriate access to enterprise applications;

2.3 **PROVIDES** backup and disaster recovery solutions to safeguard data integrity and **ENSURES** business continuity;

2.4 **PROVIDES** performance optimization by analyzing system logs and application metrics to resolve bottlenecks and enhance efficiency;

2.5 **PROVIDES** incident response and problem resolution by troubleshooting system and network issues impacting enterprise applications;

2.6 **PROVIDES** system integration and compatibility support to ensure seamless integration of enterprise applications with existing infrastructure;

2.7 **PROVIDES** documentation and compliance management by maintaining detailed system records and ensuring adherence to organizational policies and standards;

2.8 **PROVIDES** capacity planning and scalability solutions to anticipate future needs and **SUPPORTS** the growth of enterprise applications;

2.9 **PROVIDES** training and support to end-users, ensuring they can utilize enterprise applications effectively and securely; and

2.10 **PROVIDES** collaboration and communication with application developers, database administrators, and IT staff to support and enhance the enterprise application environment.

Key Result 3: Network Administration

Activities

3.1   **INSTALLS** and **MAINTAINS** LANs, WANs, network segments, Internet and Intranet systems;
3.2   **ENSURES** network connectivity throughout the organization's LAN/WAN infrastructure is on par with technical considerations;
3.3   **MAINTAINS** network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network issues and escalating problems to vendors;
3.4   **SECURES** the network by developing access, monitoring and control; and **MAINTAINS** documentation;
3.5   **MANAGEMENT** of the Internet bandwidth and monitoring of network traffic;
3.6   **ADMINISTRATION** of VPN connectivity between the Secretariat's offices in Guyana, Barbados and Jamaica, and access for staff and external service providers;
3.7   **COLLABORATES** with staff at the Secretariat's offices in Barbados and Jamaica to ensure that network services from Guyana are accessible;
3.8   **INSTALLS**, **CONFIGURES** and **SUPPORTS** the Secretariat's network infrastructure and associated devices and software;
3.9   **PARTICIPATES** in the unit's initiative of documenting IT processes and **MAKES** recommendations on policies and procedures;
3.10   **PROVIDES** network support for the organization's telecommunications infrastructure which includes telephone systems, VOIP/IP-PBX communication systems and the videoconferencing environment; and
3.11   **MAINTAINS** up-to-date information on network equipment, software licenses and other relevant data to improve overall system availability.

Key Result 4: Other Duties

4.1   **COLLABORATES** with vendors and external IT service providers;
4.2   **PREPARES** a work schedule of technical activities in accordance with the timetable established in the Work Programme;
4.3   **MAINTAINS** a record of work carried out and **PROVIDES** regular reports on the status of technical activities;
4.4   **REVIEWS** specific areas of the Work Programme performance and **INITIATES** the necessary intervention after consultation with the Deputy Programme Manager;
4.5   **ASSISTS** with the development of the Work Programme and Budget for Integrated Information Systems;
4.6   **CONTRIBUTES** to the positive and professional image of the CARICOM Secretariat, at all times, in keeping with its Core Values; and
4.7   **PERFORMS** any other related duties assigned by the Deputy Programme Manager or his designate.

In addition to the Results and Activities outlined above, the incumbent is expected to perform any other relevant duties and responsibilities in keeping with job functions.

5.   **EMOLUMENTS AND BENEFITS**

This is a S1 post. The salary range for this position is EC$9,250.00 to EC$11,840.00 per month.

6.   EDUCATION GRANT

The Officer shall be eligible for the payment of an education grant in respect of children (including stepchildren and legally adopted children) who require reasonable education facilities that are not available at the assigned duty station or whose education the Officer would not want to disrupt in relocating to take up this appointment.

The grant shall apply to children under the age of twenty-three (23) years and shall not exceed seventy-five per cent (75%) of the cost of tuition (including textbooks), room and board up to a maximum total of EC$16,200.00 per year per child for a maximum of two (2) children at any one time. The grant is payable for a maximum of five (5) years.

7.   SETTLEMENT GRANT

On assumption of duty in Guyana, the Officer shall be paid a settlement grant in respect of the staff member, his or her spouse and each eligible child or other approved dependent. The number of dependents eligible for Settlement Grant shall not exceed six (6) persons.

8.   RECRUITMENT AND APPOINTMENT

Appointment may be on permanent establishment or on secondment from a Public Service or a statutory body of a Member State or approved regional organisation. It will be subject to such staff rules and policies, rules, regulations, orders and instructions as exist and as may be introduced from time to time with respect to service with the Caribbean Community Secretariat.

An Officer recruited from outside the assigned duty station, on first appointment, will be provided economy class air passages by the most direct route for the Officer, spouse and children (provided they are below the age of eighteen (18) years, unmarried and dependent on the Officer) and for such other dependents not exceeding two as may be approved by the Secretary-General, provided that the number of children and other dependents does not exceed six (6) in all.

In addition to passages, the Officer will be granted the following transportation allowances:

(i)   ocean freight charges, including insurance, for shipping personal and household effects to Guyana, not exceeding 45.3 cubic meters, plus a motor car (if the Officer already owns one);

(ii)   the cost of transporting baggage, personal and household effects from the home of the Officer to the place of embarkation and from the port of disembarkation to the place of residence in Guyana; and

(iii)   the cost of packing and crating personal and household effects.

9.   **LEAVE**

The officer will be eligible for the grant of vacation leave at the rate of twenty (20) working days a year and a leave grant after every twelve (12) calendar months of service in respect of the officer, spouse and up to two (2) other approved dependents.

10.   **PRIVILEGES AND IMMUNITIES**

The officer will be granted the privileges and immunities extended to officials of the Caribbean Community in accordance with Article 8 of the Community's Headquarters Agreement with the Government of Guyana.

11.   **GROUP HEALTH AND LIFE AND ACCIDENT INSURANCE**

Subject to your acceptance by the Secretariat's insurance carrier, the Officer will be required to participate in the Secretariat's group health, life and accident insurance schemes. With respect to the health insurance, the Officer will contribute fifty per cent (50%) of the premium. The life and accident insurance scheme is non-contributory.

12.   **SUPERANNUATION**

An Officer appointed to this post will be required to participate in the Secretariat's Defined Contribution Pension Plan and contribute 7 per cent of basic salary per month, while the Secretariat will contribute 13 percent of the Officer's basic salary to the pension plan. Where the appointment is on secondment, the Secretariat will pay to the Officer's substantive employer, over the period of secondment, a contribution not exceeding twenty-five per cent (25%) of the pensionable salary normally payable to the Officer by that employer so as to maintain the pensionable status of the Officer in the substantive employment.

10.   **APPLICATIONS**

Applications in English Language with full curriculum vitae details, including the email addresses of three (3) referees (**at least two of whom must be familiar with the applicant's work**), should be addressed to:

Adviser
Human Resource Management
Caribbean Community Secretariat
Turkeyen, Greater Georgetown, Guyana

and sent via email to recruitment@caricom.org - The title of the vacancy should be clearly identified in the subject line of the email.

11.   The deadline for the submission of applications is **Friday, 14 February 2025**.