Government of Trinidad and Tobago

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: MANAGER, NETWORKS AND INFRASTRUCTURE

JOB SUMMARY:

The incumbent is required to manage the operations, maintenance and development of the technology infrastructure and communications networks of a large Ministry/Department, under the direction of the ICT Director. Duties include: delivering secure IT operations; developing high availability technology infrastructure; providing network operations and network management; managing messaging services; managing and maintaining the data centre infrastructure; delivering ICT infrastructure projects; meeting and exceeding targeted service and availability levels; and supervising professional, technical and support employees.

REPORTS TO:	ICT Director
SUPERVISION GIVEN TO:	Senior Professionals, Professionals, Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Produces network and system designs, policies, strategies, architectures and specifications for the networks and technologies required to support the business requirements and ICT strategy of the Ministry/Department.
- Creates the network and communications plans for the Ministry/Department, establishes related service level agreements, and plans the IT infrastructure to deliver network and communications services to meet these agreements.
- Manages the provision of network maintenance and support services, including the resolution of network problems and requests for support
- Manages the Ministry/Department's networking and infrastructure projects, including the identification and mitigation of project risk; ensures quality and timeliness in project delivery and facilitates effective utilisation of resources.
- Manages the installation, testing, commissioning/decommissioning of system software, hardware, communications and networking infrastructure in accordance with agreed quality and safety plans.
- Manages the operations, control, usage and maintenance of the Ministry/Department's ICT infrastructure, and ensures that agreed service levels are met, and ensures compliance with maintenance and support procedures.
- Negotiates service level agreements for network and infrastructure components, diagnoses service delivery problems, and initiates action to maintain and continuously improve the levels of service delivery.
- Coordinates the planning, designing and testing of maintenance procedures and contingency plans to address the availability, integrity and confidentiality of the ICT which supports critical business processes of the Ministry/Department, and ensures that agreed levels of continuity are maintained
- Conducts security risk assessments and business impact analyses for all information systems and computer installations within the Ministry/Department, and implements appropriate security strategies and controls.
- Monitors information technology service component capacity and initiates action to resolve any shortfall in accordance with agreed policies and procedures.
- Manages the operations and control of the IT infrastructure of the Ministry/Department in accordance with agreed standards and procedures.

- Implements disaster recovery plans for testing of recovery procedures and ensures that the network and infrastructure meet all agreed performance targets and service levels,
- Monitors the application of, and compliance with, security operations procedures; and reviews information systems for breaches in security and takes appropriate action.
- Monitors the ICT marketplace to understand new and emerging hardware and software technologies and products such cloud computing, SaaS and data analytics; and assesses their relevance and potential value to the Ministry/Department.
- Oversees the administration of the acquisition, storage, distribution and movement of IT assets throughout the Ministry/Department.
- Keeps abreast of specific technical specialisation in the areas of technology infrastructure, computer networks, messaging and communications infrastructure including VoIP, UC, telephony services and mobile technology in order to provide expert advice regarding their application.
- Supervises professional, technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	- Considerable knowledge of the principles, tools and techniques required for the management and control of ICT within a large government based or business organisation. - Considerable knowledge of project management tools and techniques. - Knowledge of relevant Public Service rules and regulations, instructions and procedures. - Knowledge of relevant financial and procurement processes, rules and regulations.
SKILLS AND ABILITIES:	- Ability to manage multi-disciplinary teams and technical staff. - Ability to think creatively and to implement leading-edge technology solutions. - Ability to negotiate and manage complex technical contracts. - Ability to communicate effectively both orally and in writing. - Ability to manage change in the public sector. - Ability to promote teamwork and to manage conflict. - 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 five (5) years' experience at a management level in the area of ICT, including at least two (2) years in the development, implementation, management and operation of networks/communications infrastructure and data centre technology/infrastructure.
- Training as evidenced by the possession of a recognised Bachelor's degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.

  OR

- Minimum of seven (7) years' experience performing at a management level in the area of ICT, including at least four (4) years in the development, implementation, management and operation of networks/communications infrastructure and data centre technology/infrastructure.
- Training as evidenced by the possession of a recognised Bachelor's degree.
- Certification in the area of ICT.

  OR

- Minimum of ten (10) years' experience performing at a management level in the area of ICT, in addition to at least five (5) years' experience in the development, implementation, management and operation of networks/communications infrastructure and data centre technology/infrastructure.
- Training as evidenced by the possession of a two-year Diploma/Certificate in the area of IT from a recognised institution.