

JOB TITLE	Assistant Network Administrator	DEPARTMENT	Network Services
JOB GRADE		LOCATION	NOC, Tacarigua
Supervisor	Network Services Supervisor	DATE	January 2010

Assistant Network Administrator Job description

▪ SUMMARY AND BASIC JOB FUNCTION:

Assist in managing, supporting and maintaining CCTL's services network including hardware and related software applications and systems to create a secure, reliable and flexible infrastructure for CCTL's existing and future Data, Voice and Internet service offerings.

PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:

- Monitor, maintain and repair CCTL's Data, Voice and Internet networks.
- Check network statistics on an on going basis.
- Configure and set-up Network elements such as switches, routers including physical set up and test.
- Monitor network tools such as NMS (Network Monitoring Systems) etc.
- Pro-actively identify problems and improper functioning of the network. Resolve network problems providing efficient and timely solution. Escalate the issue to other departments/suppliers, as required.
- Resolve network trouble tickets escalated.
- Research and development of emerging technologies for implementation into CCTLs network.
- Provide support in defining and implementing network improvements, moves, additions and changes.
- Perform and document network backups and routine maintenance.
- Document network moves, additions and changes. Maintain accurate records of network problems reported and resolutions provided for future reference.
- Implement pre and post-sales requirements from network perspective and provide possible customer support.
- Maintain a wide knowledge of available data and internet networking equipment and be current with developments of existing and emerging data and internet networking technologies with an aim towards enhancing current and developing new CCTL service offerings.
- Keep current with developments of existing and emerging networking protocols with an aim towards enhancing existing, and developing new, data and internet service offerings by CCTL.
- Perform site visits to CCTL customers to resolve data and internet networking trouble calls related to CCTL services at customer premises.
- Maintain proper records on internet number allocations to CCTL customers as required by relevant group.
- Liaise with domain registry bodies to register domains for CCTL corporate use and on behalf of customers in line with associated service offerings
- Performs miscellaneous job-related duties as assigned by the Network Services Supervisor, Manager or Director

MINIMUM JOB REQUIREMENTS:***Essential:***

- Post-Secondary Tertiary Education (Certificate/Diploma) in Networking, Telecommunications, IT or equivalent
- Technical knowledge (including development, maintenance and troubleshooting) of Internet networking and multiple Internet applications such as email, browsers, ftp etc.
- Technical knowledge of Name Servers, Authentication Servers, Mail Servers, Accounting Servers and Web Servers
- Working knowledge of - MS Word, Excel, Access, Power Point, Lotus Notes.
- Good working knowledge of routers, remote access servers, routing protocols and network troubleshooting.
- Minimum 1 years experience with network design and implementation in hostile environments (Internet)
- Basic knowledge of Firewalls, VPNs and network security products & practices
- Excellent verbal and written communications and interpersonal skills.
- Advanced Knowledge of PC including PC hardware skills - hardware, installations, troubleshooting, conflicts, etc.
- Technical knowledge (including development, maintenance and troubleshooting) of Internet networking and multiple Internet applications such as email, browsers, ftp etc.
- Technical knowledge of Name Servers, Authentication Servers, Mail Servers, Accounting Servers and Web Servers
- Working knowledge of - MS Word, Excel, Access, Power Point, Lotus Notes.
- Knowledge of Interior and Exterior routing protocols, QoS, and policy-based routing.
- Advanced Knowledge of PC including PC hardware skills - hardware, installations, troubleshooting, conflicts, etc.

Desirable:-

- Working knowledge of ATM, MAC OS and technical Knowledge (including maintenance and troubleshooting) of DOS, UNIX, SUN and Linux.
- Minimum 1 years working with Cisco hardware.
- Typically one or more years of experience in Networking theory and techniques and two or more years of experience in hardware and software installation and support from the perspective of wide and local area network administration are required.
- CCNA certification

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to function in a fast paced environment.
- Punctual, regular and consistent attendance.
- Strong interpersonal and communication skills
- Basic Knowledge of a wide range of varying Operating Systems, applications, hardware, networking, and communications.
- Ability to provide advanced technical assistance and comprehensive problem resolution
- Ability to communicate effectively, both orally and in writing.
- Experience in a TCP/IP Ethernet network is required.

This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.

Salary will commensurate with qualifications and experience