Swelan R Auguste
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Date:	13th April, 2022
Subject:	Proposal for a post as a **Systems Administrator** at the **Accountant General's Department**
Name of Candidate:	Swelan R Auguste
To:	The Permanent Secretary of the Ministry of Financial, Economic Growth, Job Creation, External Affairs and the Public Service.
Objective:	To work for the Accountant General's Department by implementing plans and schemes that would boost productivity through the use of emerging technology within the general department at the Daya Center and the department's other branches (*Anse La Raye, Dennery, Micoud, Soufriere and Vieux Fort*). With over seven (7) years in the field of information systems and technology, and having first hand knowledge and experience with the Department's operations as a systems technician at the *Government Information and Technology Services Limited*.
Target:	My target is to build and maintain a central database system that would be more accessible for all the branches of the department. Train and educate staff on use of computer information systems, information security, printers, computer systems, hardware and software.

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SYSTEMS ADMINISTRATOR

RESPONSIBILITIES AND RELATIONSHIPS

To assist the Department in the management, operation, and configuration of network and computer systems by installing software and hardware, setting up accounts and workstations, monitoring for defects, troubleshooting, ensuring data security, and general network and system maintenance, in order to allow timely and secure access to information and to increase the Department's overall efficiency.

Other common systems administrator tasks include:

- Installing hardware and software

- Managing virtual machines in the data centre and the cloud

- Evaluating system performance and making recommendations for upgrades

- Maintaining security through updates, patches, and proper permission

- Monitoring systems to spot potential trouble

- Problem-solving when things go wrong

- Handling back-up procedures

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- Training staff on the use of new technology and offering support as needed

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DUTIES AND TASKS

1. Assists in the analysis, design, and implementation of computer information systems by gathering information on user needs and determining basic and critical requirements in order to ensure compliance with international standards and best practices, as well as utilising appropriate information and communication technology relevant to the agency's operations.

2. Supports LANs, WANs, network segments, and internet systems by resolving difficulties and outages and ensuring that the necessary infrastructure is technically sound to allow users to maintain network connectivity.

3. Assists the business process through reviewing and developing standard ICT procedures and policies, maintaining all systems documentation, monitoring the use of network resources and providing technical support to end-users, to ensure maximum use of technology in pursuit of operational objectives.

4. Supports LANs, WANs, network segments, and internet systems by resolving difficulties and outages and ensuring that the necessary infrastructure is technically sound to allow users to maintain network connectivity.

5. Leads the selection, installation, configuration, and testing of equipment evaluates network performance and troubleshooting and establishes connections and firewalls to ensure network stability, connectivity, and safe access.

6. Regularly maintains information technology systems, including operating system updates, software upgrades, and normal hardware configuration, to ensure that networks perform smoothly.

7. Facilitates staff training on ICT systems through seminars and presentations in order to develop the team's capability, keep them up to date on best practices, and improve the Unit's overall efficiency.

8. Conducts research and testing and keeps aware of local, regional, and global trends to provide advice and recommendations on network and server management in order to encourage best practice, innovation, and adherence to current standards.

9. Assists in the management of a manual and/or computerised inventory system for all computer equipment and software licences, allowing accounting for the receipt, inspection, and storage of goods/supplies, as well as record-keeping and control measure execution.

10. Develops and maintains an electronic records management system for organising and storing computer or paper-based data using specified protocols to allow for rapid retrieval of data.

11. Prepares monthly reports on work in progress, accomplishments, and difficulties for submission to the Principal Information Officer as a means of providing updates and evaluating performance.

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12. Performs any other job-related duties as may be assigned.

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CONDITIONS

1. Within a general administrative office, comfortable lodging is given.

2. Required to be on time for work, meetings, and other official engagements, as well as to work outside of usual working hours on occasion.

3. In order to carry out their duties, they must retain honesty, secrecy, and professionalism.

4. Required to keep up to date on issues such as hardware, software, new applications, and general advancements in the fields of ICT.

5. Shift/carry office goods or equipment ranging in weight from low to moderate.

6. Performs duties in a planned travelling assignment for which a stipend is paid.

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7. For the correct fulfilment of responsibilities, it is necessary to possess and maintain a motor vehicle.

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KNOWLEDGE, SKILLS AND ABILITIES

1. Intermediate knowledge of HTTP/S, and common network architectures; routers, switches, proxies and protocols.

2. Advanced understanding of client/server, relational databases, process analysis, business reengineering, and Internet/ Intranet technologies, as well as the ability to manage technology and information systems.

3. Advanced understanding of systems design and analysis, internet protocols, server/client platform hardware and software specifications, networking installation and setup, system security, and diagnostic and repair methodologies.

4. Intermediate understanding of line agency functions, work programs, and structures.Intermediate knowledge of functions, work programmes and structures of line agencies.

5. Intermediate research, analytic, and numeracy abilities are required.

6. Basic project management, problem-solving, persuasion, and decision-making skills, as well as the ability to prioritise, fulfil deadlines, and remain calm under pressure.

7. Advanced interpersonal and networking abilities, as well as the ability to operate as part of a team and build and maintain relationships with team members, staff, partners, and stakeholders at all levels.

8. Expert knowledge of computer hardware and software systems, including application and programming, as well as advanced computer literacy skills.

9. Advanced oral and writing communication abilities, including the ability to independently prepare correspondence and present verbal and written reports.

10. Basic creativity and change management abilities, as well as the ability to execute assignments with initiative, discretion, tact, and diplomacy.

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SALARY

Salary is at the rate of between **EC$49,800.00** and **EC$55,200.00** per annum