GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. **Ministry:** Ministry of Information, Communications and Transport		
2. **Position Title:** Senior Systems Administrator	3. **Salary Level:** 6-5	4. **Division: Digital Transformation Office**
5. **Reports To:** CNOO	6. **Direct Reports:** to be added later	

Primary Objective of the Position: To manage and maintain all public bodies' computer systems involving in the installation, configuration, and maintenance of hardware and software infrastructures, ensuring that all systems are up-to-date and functioning optimally and Responsible for the overall management, maintenance, and optimization of all public bodies' network infrastructures with a main goal to ensure that all network hardware and systems are up and running 24/7 with minimal downtime, and are secure, reliable, and efficient.

7. **Position Overview**	
9. **Financial**:	10 **Legal:**
11. **Internal Stakeholder:** ● Director of National ICT ● Head of Departments **Without referral to Manager:** ● nil	12. **External Stakeholder:** ● ICT Officers in Line Ministries **To be referred to Managers/Supervisors:** ● Report on status of Government network ● Needs to upgrade or purchase extra machines

13. KEY ACCOUNTABILITIES(*Include linkage to KDP, MOP and Divisional Plan*)
- *KDP/KPA:*
- *MOP Outcome:*
- *Divisional/Departmental/Unit Plan:*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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• Maintain, upgrade, and manage the company's servers, hardware, software, and all networks' systems and applications.	• Regular monitoring, checking and maintenance of all system and application software all across Government Agencies for minimal system downtime.	System errors and downtime for all servers, hardware, system and application software are uncommon and minimal for all Government agencies.
• Ensure the security and availability of the company's IT infrastructure, including firewalls, anti-virus software, and other security measures.	Checking for updates, upgrades and new emerging trends of security from Information security unit on network system's critical infrastructures are carried out regularly.	
• e-Government systems and services	• Planning and implementation of helpdesk and right management	
• Planning and implementation of helpdesk and right management functions of e-Government systems and services. • Informed decision to support helpdesk operations and right management. • Everyday operation of helpdesk • Everyday operation of right management	• Developing helpdesk and right management policies and processes. • Regular monitoring on the operations is captured for informed decision. • Everyday operation of helpdesk in different Ministries • Everyday operation of right management in different channels (e-mail, phone, physical service centre).	• IT problems are well addressed and attended within a day. • Training on basic computer operations and new technology introduced are conducted periodically so that staff are well informed and computer literate.
• Assist CNOO on Divisional Budget preparation on all system software and system applications.	Assist in collection and analysis of data and necessary information CNOO requires for Divisional Budget.	Budget from this unit is on time and available when required by DTO.

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• Provide support for all network systems at a National level.	• Manage and maintain operations of network services for all public bodies.	Computer Networks (LAN, WAN, WLAN, and VPN) and Internet including GWAN are working properly without a problem.
Responsible on: • Support the operation of Government network and services.	• Everyday operation of Government networks, include the management and maintenance of local area networks of Ministries. • Performing all related tasks on networks system upgrades	Data and Network issues are addressed within a short period of time (waiting time is minimal). Confidentiality and integrity of Government's data is maintained. Backups are done regularly on a routine basis.
• Monitor network performance and ensure maximum uptime, troubleshoot issues as they arise, and identify areas of improvement.	• Regular monitoring on the network performance and implementation activities. • Network Outages are absorbed in the recovery plans.	Network performance is optimum with very little downtime annually. Very few outages and recovery is high when disaster happen.
• Support the operation of internet connectivity to connect all Ministries in a safe environment.	• Established Unified communication system for the Government.	. One unified communication system used by all Government Agencies established and used.
• Provide support to the procurement of network equipment and accessories. • Implement and maintain all network security measures and recovery plans.	• Standards procurements are followed and adhered to. Working in collaboration with Regulatory and Licensing Unit to streamline and standardized procurement process and activities on networking equipment.	Procurement of network equipment are standardized and templates for such procurement are established, used and maintained.

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• Support the establishment of IXP(exchange)	• Design, hosting, and management of exchange point for network traffic in Kiribati. • IXP exchange is widely used and offer easy traffic delay route locally.	IXP established, supported and widely used for local traffic.
• Maintain accurate and up-to-date documentation of network configurations, system performance, and maintenance schedules.	• Knowledge transfer to new Network Admins will be minimal and maintenance schedules will be easy and efficient.	Updated documentation on configurations, system performance and maintenance schedules available for execution and sustainability purposes.
• Stay up-to-date with emerging trends and technologies in networking and security.	• network and security new technologies are easily adopted and used widely in all public bodies.	Well secured network established with new emerging technologies used and adopted.
• Collaborate with other IT staff members to troubleshoot and resolve network-related issues.	• Minimal erroneous on network across the Government and resource sharing improved.	Number of request for network problems and malfunctions are minimal.
• Assist CNOO on Divisional Budget preparation on all Network hardware and all accessories.	• Assist in collection and analysis of data and necessary information CNOO requires for Divisional Budget	Budget of such Unit is on time and available when required for DTO overall Budget.
• Any other pressing work that deemed necessary and in-line with the major responsibilities required to be carried out.	•	

14. Key Challenges	15. Selection Criteria

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The post holder must be able to "translate" technical matters so that line managers can understand them.	**15.1 PQR (Position Qualification Requirement):** ● University Graduate/Undergraduate degree in Computing Science/ Network centric or any IT/ICT related field and IT Management. With at least 3 years working experience
	15.2 Key Attributes (Personal Qualities): ● High level communication skills and the ability to communicate technical ideas and requirements to non-technical managers. ● Extensive experience in designing networks and managing large Government networks ● High level style of leadership ● Fluency in both English and Kiribati language ● Advanced knowledge of computer network ● Ability to work independently and as part of a team.

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