**CIVIL SERVICE OF JAMAICA**

**JOB DESCRIPTION AND SPECIFICATION QUESTIONAIRE**

**Ministry/Entity: Jamaica Anti-Doping Commission**

| | |
|---|---|
| **JOB TITLE:** | **Systems and Website Administrator** |
| **JOB GRADE:** | **MIS/IT 4** |
| **POST NUMBER:** | **325457** |
| **DEPARTMENT:** | **Executive Office** |
| **REPORTS TO:** | **Manager, Information Communication Technology** |
| **MANAGES:** | **N/A** |

This document is validated as an accurate and true description of the job as signified below:

_____     _____
Employee                                                                          Date


_____     _____
Manager/Supervisor                                                         Date


_____     _____
Head of Department/Division                                            Date


_____     \_\_\_\_\_January 2022_____
Date received in Human Resource Division                   Date Created/revised

## JOB PURPOSE:

Under the general direction of the Information Communication Technology Manager, the incumbent is responsible for the designing, configuration, implementation, and maintenance of the software and hardware structures as well as the Commission's website. The main focus encompasses the administration of JADCO's network infrastructure which includes desktop PC's, servers, network equipment and software applications.

## KEY OUTPUTS:

1. JADCO's ICT equipment is maintained.
2. Down time of ICT infrastructure is minimal.
3. Participate in the preparation of the annual ICT plan.
4. Web content is prepared and placed on the website in a timely manner.
5. The maintenance plan of the website is followed.
6. Graphics are produced according to the Commission's standards.
7. Videos and photographs are produced as directed.
8. Reports are prepared timely.

## KEY RESPONSIBILITY AREAS:

**Administrative Responsibilities**
- Participates in planning meetings and contributes ideas to the overall strategy, planning, and execution of the ICT structures in the Commission.
- Conduct audits on internal systems as directed and provide reports accordingly.
- Provides website reports and statistics are required.

**Technical/Professional**

1. Assist the ICT Manager to: -
    - Conduct Risk Assessments to identify user vulnerabilities and makes recommendations.
    - Monitor the network and its component to prevent illegal or dangerous activities that could compromise the network.
    - Administer in-house IT training of staff in the Commission.
    - Provide end-user support to staff online and offline.
    - Communicate technical problems and proposes solutions through the ICT Manager.
    - Install and configure computers and printers for individual computers and/or for use on the network as required.
    - Provide database maintenance and administration by making updates, repairs and/or enhancements, as needed.
    - Install, configure, maintain and secure the database within the Commission.

- Install and update the database server and application tools.
- Allocate system storage and plans for future storage requirements for the database system.
- Create and modify primary database storage structure after Application Developers have designed an application.
- Enroll users and maintain system security.
- Ensure compliance with the Database License Agreement by controlling and monitoring user access to the database.
- Monitor and optimize the performance of the database to pre-empt occurrence of problems.
- Perform programming tasks using programming languages based on the Commission's ICT policies and procedures.
- Maintain archived data for Database Applications.
- Ensure that back-up plans for recovery of database information are completed.
- Maintain contact with database software vendors and/or resellers of technical support.
- Serve as the first point of contact for routine computer maintenance, including replacement of toner cartridges in printers, etc.
- Co-ordinate application development for multiple projects.
- Troubleshoot software application issues.
- Test application installation troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements.
- Provide assistance and advice to all users in the effective use of applications and Information Technology.
- Provide minor programming for some in-house IT projects.
- Write technical procedures and documentation for applications including operations, user guide, etc, in collaboration with the ICT Manager.
- Produce technical documentation for new and existing applications.
- Create system design and functional specifications for all new development projects.
- Serve as a liaison and facilitator between all Divisions and Units to assist in addressing and resolving IT software issues.
- Collaborate with the ICT Manager and divisions in regard to business process re-engineering and develop system requirement specifications that meet those needs.

**Website Management**

- Manages the maintenance of the JADCO website while ensuring that they are accessible from different environments.
- Publish content on the website.
- Maintain continuity of themes, design layouts, streamline navigation and increase online presence to potential customers.
- Coordinate and perform routine maintenance tasks on the website in collaboration with the hosting and maintenance company.

- o Review content, format and description to ensure all material conforms to policy and guidelines before being placed on the website.
- o Undertake website development tasks as directed and suggest any improvements needed.
- o Report systematic / technical errors, inconsistencies or anomalies to the ICT Manager and or website host to have them corrected.
- o Identify and report all website security breaches to the ICT Manager and or the Website host.
- o Post text, images, videos, graphics, animation and interactive content on the website.
- o Assist with the update of HTML, CSS and JavaScript of the website regularly.

**Graphic Design / Videography / Photography**

- o Produce artwork in a particular style for a variety of publications to the Website.
- o Take photographs as required by the Commission.
- o Editing, managing, sharing and archiving video and photo images.
- o Develop best practices for image management and stay abreast of photographic trends.
- o Perform post-production editing of images, videos and audio that are needed by the Commission as required.
- o Oversee video collection to ensure all media is archived appropriately and can be readily obtained, as required.
- o Assist in the recording and editing of videos and sound projects, including selecting programme formats for final output, capturing / importing media, organizing raw media, editing footage and sound files, creating and inserting static and motion graphics, titling, adding music/ voice-over /sfx, media management and archiving project media.
- o Perform any other duties as required.

**AUTHORITY:**

The incumbent will have the authority to:-

- Access and utilize the Commission's equipment.
- Access and utilize media records.
- Liaise with external and internal contacts to produce media content.
- Liaise with partnering media entities for advertising activities only.
- Request technical specifications on JADCO's behalf.
- Access and monitor assigned ICT accounts of the Commission.
- Recommend payments for authorisation.
- Manage the Commission's equipment maintenance plans.
- Recommend and install software, hardware and other virtual ICT requirements of the Commission.

## PERFORMANCE STANDARDS:

- The Commission's website content is designed and implemented in an efficient manner that promotes anti-doping awareness.
- Videography and photography for meetings and workshops are executed in a timely manner.
- The Executive Director is kept abreast of the ICT operations of JADCO.
- Maintenance of the framework established for the control and management of the Commission's ICT environment.
- Compliance with establishment procedures standards, rules and legislation in the management of ICT.
- Produce the required ICT and website reports.

## CONTACTS

### Internal

- Executive Director
- Directors / Managers

### External

- E-Gov
- Ministry of Culture, Gender, Entertainment and Sport
- Security Company
- Local and Foreign Suppliers
- Government and non-government entities

## SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- Will be required to travel Island wide.
- Unusually long hours sitting and using office equipment and computers
- Lifting of computer equipment, supplies and materials
- May be required to examine cables in a dusty or elevated environment.
- May be required to lift and physically transport computer equipment from time to time.
- May be required to work under adverse conditions from time to time.
- May be required to work beyond normal working hours and on weekends.
- Pressured working conditions with numerous critical deadlines.
- Extended sensory exposure to CRT rays.
- Exposure to shocks and sharp instruments.

## REQUIRED COMPETENCIES:

### Core

- Excellent interpersonal skills including handling conflict and negotiating.
- Sound judgment and integrity.
- Team player with the ability to work on own initiative.
- Detail oriented.
- Highly organised.
- Deadline oriented.
- Well-developed time management and problem-solving skills.
- Proven ability to work under pressure, prioritise and execute.
- Sound command of the English Language and the ability to communicate effectively, both orally and in writing
- Flexible.
- Ability to manage multiple projects/tasks.

### Technical

- Research capability and ability to create and edit material.
- Sound photography skills.
- Sound video editing skills.
- Knowledge of search engine analytics to maximize traffic to websites.
- Knowledge of publishing and design software to maintain website.
- Ability to follow a brief as expected and produces artwork in a particular style.
- Good understanding and working knowledge of Adobe Illustrator, Photoshop and other design tools.
- Good understanding of layout, colour theory, typography and creative design.
- Knowledge of HTML, CSS and JavaScript would be an asset.
- Video familiarity with professional cameras.
- Knowledge of various video formats such as HD, SD, etc.
- Working knowledge of the operations of Government ICT platforms and infrastructure.
- Thorough understanding of multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function.
- Proficient in the relevant software applications.
- How to diagnose and resolve computer related problems.
- Technical knowledge and ability to install and maintain personal computer and operating systems.

## MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor of Science Degree in Information Technology or Computer Science or its equivalent from an accredited tertiary institution with two (2) years related experience in the field.
- Certification in Networking and A+ or its equivalent from an accredited tertiary institution.
- Professional certification from Microsoft and CISCO would be an asset.
- Experience in Web Content and other online Production.