

Accountant General's Department



Job Description

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2025

ACCOUNTANT GENERAL'S
DEPARTMENT



Improving non-stop

NETWORK
ENGINEER

21 Dominica Drive, Kingston 5, Jamaica

JOB DESCRIPTION

Job Title: Network Engineer
Post Number: 1931
Job Grade/Level: MIS/IT 5
Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
Reports to: Manager Infrastructure Operations
Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVE:

The Information and Technology Division (ITD) is responsible for providing support to the Accountant General's Department (AGD) in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting-edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost-effective information systems.

The Division is responsible for the platform support of the Government's Financial Management System (GFMS).

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

2. JOB PURPOSE:

Reporting to the Manager Infrastructure Operations, the Network Engineer is responsible for implementing, maintaining and supporting a highly available network that support the operations of the AGD.

The incumbent monitors and maintains network performance by configuring switches and network appliances for optimal performance and troubleshooting network problems. The incumbent will be responsible for maintaining all Voice Over IP (VOIP) infrastructure, identifies and defines network related requirements to ensure consistency in the reliability, performance and quality of network systems, and configures LAN/WAN devices to conform to predefined design specifications.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To establish a reliable networking environment by ensuring that connecting nodes within the network are performing optimally.
- To maximize network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization
- To secure network system by establishing and enforcing policies, and defining and monitoring access
- To report network operational status by gathering logs and information

3. KEY OUTPUTS

- Relevant technical advice to clients
- Effective technical analyses performed on network requirements
- Communications solutions maintained
- Test reports provided
- LAN/WAN monitored and maintained
- Reports developed based on analysis of network performance and security
- Network statistics monitored and captured
- Project status reports provided

4. KEY RESPONSIBILITIES

Technical

- Configures and installs various network devices (e.g., routers, switches, firewalls, load balancers)
- Monitors and maintain Local & Wide Area Network infrastructure
- Ensures network connectivity of all servers, workstations, telephony equipment, and other network equipment
- Ensures bandwidth availability for application systems
- Ensures that security levels are adhered to based on security policy and guidelines
- Performs network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Monitors network performance and troubleshoot problem areas as needed
- Monitors and tests network performance and provides and analyses network performance statistics and reports to ensure system availability and reliability
- Provides Level 2/3 support and troubleshooting to resolve issues
- Liaises with third parties and other IT personnel for problem resolution
- Liaises with third-party partners for the proper installation and servicing of network systems
- Tests network systems to ensure that a quality solution is accepted
- Conducts research on technology trends and submits reports and recommendations on significant findings for follow-up evaluation
- Monitors and captures relevant network statistics using approved tools
- Monitors system resource utilization, trending, and capacity planning
- Builds and maintains relationships with all internal units
- Works together with other units and divisions within the organization to identify any process improvements and improve standards, efficiency and effectiveness
- Ensures awareness, approval and success of changes made to the network infrastructure, to include documentation and training

Any Other Duties

- Any other related duty that may be assigned from time to time.

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Accurate and timely technical advice is provided
- Excellent customer service provided in keeping with Customer Service Charter.
- Network infrastructure platforms maintained
- Networking policies, standards and configuration parameters are reliable, accurate and conforms to applicable standards and best practices
- Specification documents and changes/updates to the production environment are accurate and reliable
- Communications solutions are reliable and conform to applicable standards and best practices
- Work of external parties meets design requirements and complies with Terms of Reference
- LAN/WAN monitored and maintained based on standards
- Periodic reports provided as required within stipulated timelines
- Recommendations and configuration changes made are in conformance with the company's guidelines and methodologies.

6. REQUIREMENTS FOR THIS JOB:

a. Qualification and Training

Essential:

- Bachelor of Science degree in Computer Science OR equivalent from a recognized tertiary institution

Desirable:

- Cisco Certified Network Associate (CCNA) or equivalent certification in Network design and troubleshooting
- Training in Network and Systems Management

b. Essential Experience and Knowledge

- At least 2 years' experience, in Network Engineering or a related technical IT position
- Demonstrated ability to apply technology solutions to business problems
- Experience in WAN/LAN configuration and maintenance.
- Sound understanding of networking protocols

- Hands-on experience with monitoring, network diagnostic and network analytics tools
- Experience in Data Centre Operations, network administration and production operations support
- Understanding of related IT disciplines such as hardware platforms
- A good understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT.

c. Competencies

The incumbent is a public servant who represents the Government at all times; who is expected to realize the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyse problems promptly, choose among alternatives, and effect meaningful solutions
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Collaboration and Team Work:** The ability to be a collaborative IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviours appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviours, to build trust and credibility.

- **Oral and Written Communication:** The ability to communicate proficiently orally and in writing

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Work Environment - Normal office conditions

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date