

13. BASIC FUNCTION OF POSITION

Under the supervision of the ICT Manager, serves as LAN Administrator for the Centers for Disease Control and Prevention (CDC) Botswana. The LAN Administrator is responsible for managing the local area network (LAN) infrastructure, database systems, applications server, systems configuration, maintenance and providing level II (two) end user support for all of CDC Botswana .

14. MAJOR DUTIES AND RESPONSIBILITIES

See Attached.

1. LAN/WAN Management

30%

The LAN Administrator manages computers and network systems involving the use of computer technology for a wide variety of administrative and/or scientific applications; oversees LAN and WAN systems at CDC/Botswana and manages its overall operations, installation, modification and maintenance for 200 desktop and laptop users; provides technical support to operate and maintain three LANs for CDC Botswana; leads project staff in capacity planning, implementation and maintenance of all LAN / WAN systems; serves as primary contact in the absence of supervisors to CDC headquarters in Atlanta for LAN / WAN implementation and support questions for all project sites; provides technical support for all communications technologies, including but not limited to e-mail administration, database administration, applications support, Internet connectivity and use.

2. Systems Analysis

25%

The LAN Administrator oversees all daily hardware and software needs of the project and advises CDC/Botswana on future directions and capacity building for project computer and telecommunication and Digital Video Conferencing (DVC) systems; ensures all hardware and software integrity through development, identification and use of strict licensing compliance, security and systems architecture guidelines and documentation; ensures computer system integrity by designing backup and virus/intrusion protection procedures; ensures secure use and administration of all system and client passwords, as well as individual and group information access rights; ensures that computer hardware systems and peripheral equipment operate according to CDC FDCC computer Security policies, standards and guidelines; performs other duties as assigned by the IT Chief.

3. Program and Customer Support

40%

The LAN Administrator provides level II (two) user support; which includes but is not limited to providing technical assistance to groups and or individual users, troubleshooting on all official equipment and software in use throughout the CDC/Botswana offices. High quality customer service will be of primary importance in carrying out day-to-day activities. The LAN Administrator maximizes desktop and laptop environments and ensures optimal server systems performance; compiles documentation for all systems, network, and user procedures; updates and maintains asset control and improves current asset control procedures; responsible for disaster recovery planning and backup procedures and future planning with the input of the IT Chief; identifies training needs and develops appropriate user training materials in both formal and informal settings. Incumbent is responsible for the network systems operations of CDC/Botswana and its partner organizations. The incumbent performs unique network support in that he/she supports CDC/Botswana networks which are connected to the CDC Atlanta WAN. Great care must be taken in interpreting the different policies that apply to these distinct networks. Provide technical advice and assistance with all IT and communications related procurement for CDC/Botswana and Co-Operative Agreement Partners to ensure equipment is in compliance and compatible with existing and future standards.

4. Perform Other Duties as Assigned

5%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: National Diploma in Business Computing, Information Technology, Information Systems Management or Degree in Computer Science or related discipline with demonstrated good working knowledge of SQL database systems. The following certifications are required: MCSA (Microsoft Certified Systems Administrator) or MCDBA (Microsoft Certified Database Administrator)
 - b. Prior work Experience: Three years of experience, demonstrating progressively increasing responsibility in a programmatic, technical, or systems administrative position where emphasis is placed on systems administration, LAN administration, database administration, application development, analytical, judgmental and expository abilities with respect to the operation, management and utilization of computer systems and networks.
 - c. Post Entry Training: None.
 - d. Language Proficiency: Level IV in English is required
 - e. Job Knowledge: Possess good knowledge of microcomputer hardware and software, LAN operating systems, LAN based application software, security, communications and diagnostic tools. Must possess good knowledge of systems analysis and design techniques; computer equipment operation management; hardware and software technology; technical aspects of analysis, telecommunications and management advisory services; acquisition policies and procedures relative to telecommunication equipment and computer hardware and software; and management practices. Must possess technical knowledge to assist with systems architecture planning and technology implementations to ensure high reliability, availability, performance and serviceability of systems. Must be familiar with project-related software, such as MS Server 2003/2008, Exchange 2003/2010, MS Windows XP Pro, Symantec Ghost Imaging, Symantec End Point 11, Symantec Backup Exec 11d/2010, MS Office 2003/2007/2010 packages and knowledge of packages such as Epi Info, SPSS, SAS and Database systems such as Clindex, Sybase and SQL.
16. Skills and Abilities: Good technical skills to trouble-shoot, diagnose and resolve hardware and software problems, thereby maximizing the capabilities of project computer resources. Ability to explain complex computer and automation concepts to management and end users. Possess excellent interpersonal communication skills for all user interactions, contract management, troubleshooting, resolving systems issues, and communicating with key officials, project personnel, and partner agencies. The ability to carry + 20kg of computer and or other equipment.

17. POSITION ELEMENTS:

- a. Supervision Received: Work under the direct supervision of the ICT Systems Manager and work guidance from the Information Technology Chief.
- b. Supervision Exercised: None.
- c. Available Guidelines: Systems manuals, handbook and written agency (CDC) policies and standards
- d. Exercise of Judgment: Must exercise judgment when establishing procedures in order to maximize the efficiency of computer systems and telecommunication network and when investigating system problems in order to accurately determine problem cause and develop appropriate solutions. Ensures acquisitions meet the CDC OCISO and FDCC technology standards.
- e. Authority to Make Commitments: None
- f. Nature, Level, and Purpose of Contacts: Contact with local government telecommunications ministries and/or agencies, vendors, project collaborators, PEPFAR program counterparts, US Embassy personnel, CDC/Atlanta and entire project staff.
- g. Time required to perform full range of duties after entry into the position: Six months.