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|-------------------|-----------------------------------|---------------------------|--------------|
| <b>Job Title</b>  | Senior ICT Infrastructure Officer | <b>Position Type</b>      | Full Time    |
| <b>Department</b> | Information Services Department   | <b>Level</b>              | Intermediate |
|                   |                                   | <b>Min. Expr Required</b> |              |
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**Job Summary**

The incumbent will assist the Senior ICT Infrastructure Supervisor in overseeing and carrying out the help-desk-support functions on a day-to-day basis. He/she is expected to carry out the day-to-day activities related to network administration.

**Duties and Responsibilities of the Senior ICT Infrastructure Officer**

1. Fulfil for delivery of:
  - a) Network installation/expansion, configuration and administration;
  - b) New operational procedures for the support of databases, hardware systems, operating systems software, network systems software, network security, fault resolution, end-user support..
  - c) Maintenance and support of the National Payment Systems networks and associated infrastructure.
  - d) Maintenance and support of the disaster recovery site, operations centre and data replication across managed sites.
  - e) Support of the Business Continuity and Disaster Recovery (BC/DR) plan.
2. Responsible for day-to-day monitoring, technical support and planning of all aspects of the network infrastructure including LAN/WAN/Wireless network, while ensuring the ICT environment is secure.
3. Maintain the Bank’s systems which include IP telephony, biometric, VOIP, IP security camera systems, and work along with solutions vendor as needed.
4. Learn and comply with validation requirements, SOPs, project quality model (PQM) and change control.
5. Keep abreast with the latest developments in ICT in particular: LAN, WAN, VLAN and wireless technologies; computer and perimeter device hardware and software, networking and telecommunications.

6. Maintain the Support section of the Bank's Help Desk - this includes preparing and adding knowledge-based articles, support tips and other self-help search content.
7. Perform within a change control and helpdesk ticketing system environment.
8. Provide assistance to the Website Officer's role when necessary.
9. Provide support as needed for the smooth and effective operations of the Deposit Insurance Corporation of Guyana.
10. Assist in the evaluation of software, hardware, training initiatives, and make recommendations for improvements.
11. Analyse, troubleshoot and resolve systems software and hardware problems experienced by users. This may involve researching solutions.
12. Document and communicate problems and solutions which must cover the entire implementation process.
13. Set up Internet, e-mail and local area network connections on computers and troubleshoot network login problems.
14. Maintain PC security systems to ensure that access to company data is restricted to authorized staff.
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15. Implementation of ICT security/network policies and procedures to ensure preventive and recovery strategies are in place and minimize the risk of internal and external security threats.
16. Execute daily backups of all managed servers; maintain backup tape libraries and logs, and restore data when required.
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17. Monitor automatically scheduled processing jobs and intervene as required in taking corrective measures.
18. Offer technical advice and guidance as needed.
19. Undertake project work on an ad hoc basis for new and existing systems.
20. Any other support and related duties, consistent with the work of the Department, assigned by the supervising officer.

### **Qualifications**

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1. Degree in Computer Science, Computer Engineering, Information Systems or related field and at least two (2) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.

2. Diploma in Computer Science, Computer Engineering, Information Systems or related field PLUS the Microsoft Certified System Engineer (MCSE) Certification or Microsoft Certified System Administrator (MCSA) Certification and at least two (2) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.
3. Degree in Electrical Engineering, Mathematics, Accountancy or Management and at least three (3) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.
4. Diploma in Computer Science, Computer Engineering, Information Systems or related field and at least four (4) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.

### **Knowledge and Experience**

1. Demonstrable experience working directly with the technologies below :
  - Microsoft Srv. and Endpoint Operating Systems (Up to and including Windows Svr 2016 & Windows 10)
  - Microsoft System Center Configuration Manager, WSUS
  - Microsoft Active Directory, Exchange, and Group Policy
  - Microsoft Hyper-V, VMWARE vSphere/ESXi
  - IPSec VPN, LAN, WAN, WLAN, SD-WAN
  - Storage Array Network (SAN) and Network Attached Storage (NAS)
  - VOIP and IP Camera Security System
2. Experience in infrastructure architecture, data centers, servers, and networks.
3. Knowledge and skill sets to install, configure, maintain and support networks.
4. Experience with emerging technology, such as cloud computing, desktop virtualization and unified communications.
5. Should exhibit strong end-to-end troubleshooting skills for system, network or application.
6. Expert level experience working with and training others in the use of Office Productivity tools.
7. Working knowledge of popular networking protocols.
8. Technical experience working with servers, computers, and peripherals.

9. Familiarity with Internet filtering and network management best practices.
10. Knowledge of patch management tools and procedures.
11. Knowledge of backup and recovery solution and best practices
12. Working knowledge of scripting languages, particularly PowerShell.
13. Knowledge of a structured query language such as MSSQL, MYSQL.
14. Experience working on software and hardware implementation projects in a multi-discipline environment.

The incumbent is expected to demonstrate:

- a) Excellent interpersonal, verbal and written communication skills;
- b) Ability to monitor work load, manage time, prioritise requests and work within tight deadlines.
- c) Flexibility and reliability with the ability to prioritize multiple tasks and work as part of a team.
- d) Clear understanding of the IT operations environment with good problem solving skills.

### **Interaction**

This individual will interact extensively with the ICT Infrastructure Officers. He/she must be able to establish and maintain effective working relationships with those encountered during the course of the work; promote and maintain a team environment. He/she is also required to report to the Senior ICT Infrastructure Supervisor on a regular basis to co-ordinate training and support-related activities.

Interested persons should submit their job application and a detailed Curriculum Vitae to the Bank not later than

**WEDNESDAY, DECEMBER 11, 2024** and should be addressed to:

**THE GOVERNOR  
BANK OF GUYANA,  
P. O. BOX 1003,  
1 CHURCH STREET & AVENUE OF THE REPUBLIC,  
GEORGETOWN.**

We regret that responses will not be sent to applicants who do not satisfy the Minimum Qualification Requirements for this position.