

National Recovery Program Bureau

TERMS OF REFERENCE

For

ICT Officer – Network and System Administrator

STAFF ROLE – FULLTIME

Background

Following the devastation caused by Hurricane Irma and Hurricane Maria in September 2017, the Government of Sint Maarten embarked on a large-scale recovery and reconstruction program, based on the principle of building back better.

Since January 2018, the World Bank is assisting the Government of Sint Maarten. A significant part of Sint Maarten's ongoing recovery and reconstruction program is financed through a Trust Fund financed by the Netherlands, managed by the World Bank, and implemented by Sint Maarten.

To support the implementation of the Trust Fund, the Government of Sint Maarten established the National Recovery Program Bureau (NRPB), which serves as the Project Implementation Unit (PIU) for the Government of Sint Maarten.

Role of the ICT Officer – Network and System Administrator

The ICT Officer – Network and System Administrator (hereinafter referred to as “ICT Officer”) will serve as the responsible Officer for the entire NRPB ICT infrastructure and applications. In this role, the ICT Officer will support and advise the NRPB staff by responding to their inquiries, assess problems and issues with ICT equipment and applications, and help resolving these problems and issues. The ICT Officer works under the direction of the Senior Program Manager.

Key Duties and Responsibilities

- Administration of the local area network
- Ensure network security and connectivity.
- Troubleshoot malfunctions of network hardware and/or software applications within the local area networks, IP Telephony, and security systems (e.g., server, router/switch, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
- Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses.

- Handle issues from end users, either on the spot or remote. The ICT Officer takes detailed notes of the problem the user is experiencing, determine steps he can take to resolve the issue.
- Ensure safety and security of all computerized data, information, files and documents.
- Setting up accounts for new users, removing accounts and transferring information from old/departing users
- Administration of the applications on the NRPB Microsoft Office 365 tenant: Exchange, SharePoint, Teams, OneDrive, Word, Excel, PowerPoint, etc.
- Offer support to incoming staff in setting up the necessary hardware and software to work within the NRPB.
- Advise NRPB Management on ICT related issues.
- Maintain close contact with and assist ICT suppliers when their support is needed.

In general, any other tasks related to this function as required by the Senior Program Manager.

Contractual Arrangements – Duration of the Assignment and Performance

The start date of the contract will be May 2024, or soon thereafter. The contract duration will be until December 2025, with a probation of 2 months.

The successful candidate is expected to work fulltime – 8 hours/day within Philipsburg, Sint Maarten except where situations demand travel outside the project area.

The ICT Officer is expected to perform the above-mentioned tasks on an ongoing basis during the term of his/her assignment to the satisfaction of the Senior Program Manager.

The selected candidate will be subject to a screening process before finalization of the contract.

Qualification Requirements

Minimum Requirements

- Bachelor's degree in information communications & technology
- 3+ years' experience in ICT Network and System Administration
- Proven experience of administering Microsoft 365 and its applications
- Microsoft Windows Server Certified: MCSA/MCSE 2016 or any other networking certification

Preferred Experience

- Experience in Sint Maarten or Caribbean Region in similar work would be an added advantage.
- Thorough knowledge and experience of IP addressing and subnetting management

- Thorough Technical working knowledge of networking hardware, such as HPE switches, HPE Aruba, Watchguard
- Management of Windows 2019 server
- Microsoft Windows 10 or 11
- Microsoft Office applications (Outlook, Word, Excel, PowerPoint)
- Administering a PBX VOIP system would be an advantage.

Strategic Competencies

NRPB as an organization is committed not only to what we must achieve but also to how we are going to reach our objectives. Therefore, for this position we are looking for a profile that displays the following competencies:

Professional Acumen - Intermediate Level

- Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems.
- Strong time management skills
- Manages priorities and workflows.
- Determines the potential causes of the problem and works on certain scenarios.
- Sees opportunities and takes the initiative to act on them.
- Understands that responsible use of resources maximizes our impact on our beneficiaries.
- Open to change and flexible in a fast-paced environment.

Looking at the bigger picture – Strategic outlook – Intermediate Level

- Strategic thinking and strategic agility
- Develops skills in building business cases for the department projects.
- Process improvement initiatives
- Analysis data for making recommendations in their area of expertise.
- Anticipates and perceives the impact and implications of future decisions and activities on other parts of the organization.

Leading myself and others – Intermediate Level

- Regularly provides constructive feedback and recognition to team members regarding job performance.
- Collaborates and supports the development of others.
- Shares own knowledge and best practices with others for the purpose of assisting in their ongoing development.
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Respect for diversity - Intermediate level

- Treats all individuals with respect.
- Responds sensitively to differences and encourages others to do the same.

- Shows flexibility in changing the styles when faced with multiple dimensions of culture in order to be effective across cultural contexts.
- Understands multiple cultural frameworks, values, and norms.

Successful Communication – Intermediate level

- Explains issues clearly and succinctly.
- Writes clearly and succinctly in standard communication settings and styles.
- Can clearly identify the subject and state the purpose of the communication.
- Communicates with impact as well as with empathy.
- Remains calm when dealing with conflicts; shows empathy.

Relationship Building, Consultation and Collaboration – Intermediate level

- Shares information and readily determines to whom to go for relevant information.
- Seeks assistance and feedback in the problem-solving process.
- Fosters teamwork
- Initiate collaboration on projects or methods of operating
- Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first

Courage and Integrity – Intermediate level

- Maintains general knowledge of ethics, laws, regulations, standards that may impact the organization.
- Reinforces difficult decisions that align with the organizational strategies and goals.
- Enforces policies consistently.
- Influences others to behave in an ethical manner.
- Takes immediate action regarding reports of unethical behaviors or conflict of interest.

How to Apply

Interested persons can send their CV, in English, by e-mail ONLY to jobopportunity@nrpbsxm.org.

In the subject line, please state, "ICT Officer – Network and System Administrator".

Applicants should ensure that their CV is received before **Thursday 28th March, at 17h00 AST**. The NRPB reserves the right to accept or refuse any CV received after this deadline. The CV should clearly present the relevant experience and competencies outlined in these terms of reference.