



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE	2. DIVISION	3. DEPARTMENT
NETWORK SUPPORT	HEAD OFFICE	INFORMATION SYSTEM/INFORMATION TECHNOLOGY
4. ORGANISATIONAL RELATIONSHIP		5. NATURE & SCOPE
The Network Support will report to the Manager-Information System/Information Technology.		The Network Support is responsible for monitoring and installing communication lines, and resolving user data communication problems.
6. SPECIFIC ACCOUNTABILITIES		
The Network Support:		
<div><div></div><div>Identifies and analyzes the cause of technical problems/issues on ERHA networks and determines relevant solutions to rectify same.</div><div></div><div>Installs client and server network software for upgrading and maintaining ERHA network and telecommunication systems.</div><div></div><div>Conducts technical research on network upgrades and components to determine feasibility, cost, time, and compatibility with current system.</div><div></div><div>Maintains network operations and software applications, operating systems and regular maintenance.</div><div></div><div>Executes assigned projects and program components to deliver Information Technology services in accordance with established objectives.</div><div></div><div>Responds to inquiries from staff, administrators, service providers, site personnel and outside vendors and etc. to provide technical assistance and support</div><div></div><div>Supervises the administration of systems and servers related network to ensure availability of services to authorized users.</div><div></div><div>Maintains confidentiality with regard to the information being processed, stored or accessed by the network.</div><div></div><div>Performs any other related duties.</div></div>		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES		
<div><div></div><div>Good interpersonal and communication skills.</div><div></div><div>Ability to use initiative and independent judgment to achieve assigned responsibilities.</div></div>		
8. MINIMUM TRAINING AND EXPERIENCE		
<div><div></div><div>Associate Degree in Computer Science or a related field.</div><div></div><div>A+ and Network+ certified.</div><div></div><div>A minimum of two (2) years’ experience in maintenance and support in a networked environment.</div><div></div><div>Any equivalent combination of training and experience.</div></div>		
9. SUPERVISORY RESPONSIBILITIES		
Not applicable.		

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

- ☐ Manager-Information Systems/Information Technology
- ☐ Assistant Manager-Information System/Information Technology
- ☐ All Heads of Department
- ☐ All other staff members.

External:

- ☐ Telecommunication Services of Trinidad and Tobago (TSTT)
- ☐ Contractors
- ☐ Suppliers