



## THE TRINIDAD AND TOBAGO STOCK EXCHANGE LIMITED JOB OPPORTUNITY

<b>Position:</b>	Network and Server Administrator	<b>Department:</b>	IT Department
<b>Type:</b>	Full-time, Permanent	<b>Location</b>	Port of Spain

<b>I</b>	<b>Objective</b> <ul style="list-style-type: none"><li>• Provide Technical Services in the management, operation, security and maintenance of organization's network, server and core infrastructure environments.</li><li>• Deliver operational support for computer hardware, operating systems, enterprise applications and related infrastructure services to ensure high availability and performance.</li><li>• Monitor, administer, and maintain cybersecurity tools and controls, performing proactive checks to identify vulnerabilities, threats, and performance issues, and supporting timely remediation.</li><li>• Administer and support email, directory services, domain management and related identity and access systems.</li><li>• Oversee the provision and maintenance of Information Technology (IT) equipment, including personal computers, laptops, servers and network devices.</li><li>• Supervision of junior support staff as required.</li></ul>
<b>II</b>	<b>Key Responsibilities</b> <ul style="list-style-type: none"><li>• Install, configure, test, commission and decommission IT infrastructure in accordance with approved procedures and instructions, maintaining accurate configuration, service and support records.</li><li>• Apply, administer and maintain security controls across the IT infrastructure in line with organizational policy and standards to reduce risk and prevent unauthorized access.</li><li>• Monitor IT systems and cybersecurity tools, perform proactive health and security checks, investigate security incidents or breaches and implement corrective and preventative actions, maintaining appropriate documentation.</li><li>• Utilize systems management, monitoring and automation tools to collect performance metrics and perform routine system maintenance and updates.</li><li>• Reviews and monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the IT infrastructure are adhered to.</li><li>• Execute approved operational, maintenance, and installation activities to ensure the stability, availability, and performance of the organization's IT infrastructure.</li><li>• Receives and handles service desk and incident management requests for ICT infrastructure support following agreed procedures and maintains relevant records.</li><li>• Contribute to organizations strategic projects as well as IT specific projects by supporting planning, risk identification and mitigation, quality assurance and delivery of assigned project activities.</li><li>• Perform and support regular system backups, restoration testing and offsite storage tracking in accordance with approved business continuity and disaster recover (BC/DR) procedures.</li><li>• Investigate and resolve infrastructure and service issues, coordinating with IT vendors and service providers as required and implementing preventative measures to reduce recurrence.</li><li>• Deliver technical guidance and training to staff and stakeholders in areas of technical responsibility and assigned projects.</li><li>• Stay current with developments in IT infrastructure, cybersecurity and related technologies, applying relevant knowledge to improve systems and processes.</li><li>• Alert the Information Technology Manager of any issues that impact or may impact quality, system availability or security in a timely manner.</li><li>• Performs other related duties as maybe required from time to time.</li></ul>
<b>III</b>	<b>Key Relationships / Reporting Structure</b> <ul style="list-style-type: none"><li>• Primary reporting to the Information Technology Manager</li><li>• Liaise with Management, Supervisors and staff of the TTCD and TTSE, Member Firms, Listed Companies and external users.</li></ul>



<b>IV</b>	<b>Accountability</b> The incumbent is accountable for: <ul style="list-style-type: none"> <li>• Compliance with TTCD/TTSE procedures, rules and regulations</li> <li>• The efficient operation of all IT Infrastructure and Network Security of the TTSE/TTCD</li> <li>• Ensuring that the Operational Procedures are current, applicable and the Preventative Maintenance tasks are done to completion</li> </ul>
<b>V</b>	<b>Performance Parameters</b> <ul style="list-style-type: none"> <li>• Tracking the support issues requested by manager, staff, member firms, other market participants and members of the public.</li> <li>• IT Infrastructure uptime.</li> <li>• Timeliness to resolve and implement solutions for support issues.</li> <li>• Time management of daily tasks assigned and quality of delivery.</li> <li>• Effective training of staff in the use of computer software, processes and procedures.</li> </ul>
<b>VI</b>	<b>Value Added Performance and Teamwork</b> <ul style="list-style-type: none"> <li>• Timeliness of reports to managers, member firms, listed companies and external agencies.</li> <li>• Maintenance of IT Infrastructure with little to no downtime due to system failures.</li> <li>• Knowledge of mission-critical software, processes, and hardware- systems.</li> <li>• Responsiveness to complaints from users.</li> <li>• Frequency and nature of complaints from users.</li> </ul>

**The incumbent is required to possess the following combination of qualifications, skills, training and experience:**

<b>VII</b>	<b>Qualifications</b> <ul style="list-style-type: none"> <li>• A bachelor's degree in computer science or related discipline, or equivalent work experience</li> <li>• Technical training with a minimum of three (3) years' experience in the operational and maintenance of ICT systems</li> </ul>
<b>VIII</b>	<b>Technical Skills</b> The incumbent must possess: <ul style="list-style-type: none"> <li>• Strong knowledge of networking concepts (TCP/IP, VLANs, routing, firewalls, VPNs).</li> <li>• Experience with MS Windows Server, Active Directory, and virtualization platforms.</li> <li>• Familiarity with backup, disaster recovery, and monitoring tools.</li> <li>• Working knowledge of cybersecurity best practices and infrastructure security controls.</li> <li>• Experience with cloud or hybrid environments is an advantage.</li> </ul>
<b>IX</b>	<b>Knowledge and Other Skills</b> <ul style="list-style-type: none"> <li>• Excellent Analytical, troubleshooting and problem-solving skills.</li> <li>• Ability to prioritize and manage multiple tasks in a production environment.</li> <li>• Good written, oral, interpersonal communication and report writing skills.</li> <li>• Ability to work collaboratively as part of a team.</li> <li>• Ability to establish and maintain effective working relationships with colleagues.</li> <li>• Ability to interact positively with management, staff, member firms, other market participants and members of the public.</li> <li>• Proficiency in MS Office suite, Firewalls, IT Infrastructure and Security</li> <li>• Team leadership skills.</li> </ul>

**THE DEADLINE FOR THE SUBMISSION OF APPLICATIONS IS JANUARY 23<sup>RD</sup>, 2026.**