SMALL BUSINESS BUREAU

MINISTRY of TOURISM, INDUSTRY and COMMERCE

TERMS OF REFERENCE – SYSTEM ADMINISTRATOR

1. BACKGROUND

1.1 In 2004, the Small Business Act was established to: (1) *provide incentive regimes and support programmes for small businesses; (2) establish the Small Business Council (SBC), the Small Business Bureau (SBB) and (3) the Small Business Development Fund (SBDF); to serve as a guide for all aspects above.*

1.2 The Small Business Council was established via Cabinet Decision in 2005 and consists of eleven (11) members from both the public and private sectors, appointed by His Excellency the President of the Cooperative Republic of Guyana.

1.3 The Small Business Act stipulates that the Minister shall establish the Small Business Development Fund, which will provide[1]:

a) Support and access to financing for small businesses.
b) Non-financial services and assistance to help small businesses improve productivity and competitiveness.
c) Institutional support for organizations representing, promoting, supporting and strengthening small businesses.
d) Funding for the expenses of the Bureau.

1.4 The SBC and SBB operate under the umbrella of the Ministry of Tourism, Industry and Commerce.

1.5 The Small Business Bureau under the Ministry of Tourism, Industry and Commerce is the executing agency for all of the afore-mentioned.

2.0 OBJECTIVES

The **SYSTEM ADMINISTRATOR** will be required to maintain and improve computer systems for the Small Business Bureau. This role is critical to the operations, processes and online communications of SBB and plays a critical role to ensure smooth operations and safe, secure computer systems. The System Administrator is needed for accuracy, logic and an ability to communicate complex ideas to others.

The incumbent will bring technical expertise to ensure the quality and accuracy of data, process, design and present it in ways to help staff, the Bureau, the businesses themselves and other agencies (when permitted), make better decisions. The incumbent will be responsible for reviewing and maintaining SBB website and web presence. The incumbent collects and stores clients' business data on sales numbers, market research and updates same in NeoSerra as needed.

The System Administrator is responsible for managing the server of SBB and to ensure proper security and backup protocols are in place.

The System Administrator is responsible for administering and supporting the Information Technology (IT) and Informing Systems (IS) based business and office solutions of the Small Business Bureau, ensuring their optimum functionality for supporting the organization's overall mission, goals, objective, and priorities.

3.0 RESPONSIBILITIES

The responsibilities of the System Administrator will include but not be confined to the following:

a) Administers and supports Small Business Bureau Windows NT Server/Windows Clients, Network and Systems Environment.

b) Schedules and manages all network, communication, hardware, and software related maintenance / upgrade Services.

c) Administers Small Business Bureau's Business and Office Application Software Environment.

d) Supervises Small Business Bureau's IT/IS Technical personnel and subcontractors as required

e) Works with Small Business Bureau's consultants to implement Small Business Bureau's integrated Business Software Application solutions.

f) Establishes and maintains a User Support Function

g) Reviews, analyzes, and assesses the suitability of any recommendations made for computerization efforts from Departments and Units within the Small Business Bureau's, and advise the CEO or assigned IS/IT Supervisor.

h) Assesses and advise on the staffing requirement for supporting any of Small Business Bureau's existing or proposed Network, Systems, and Applications.

i) Identifies IS/IT projects for implementation within the context of Small Business Bureau's overall mission, goals, objectives, priorities, and constraints.

j) Prepares an annual report and on the performance and developments in Small Business Bureau's IT/IS Function.

k) Prepares an annual work plan / program for Small Business Bureau's IT/IS Function, with estimated costs and review of same on a term basis.

l) Prepares IT/IS specification and implementation procedural plans for approved IT/IS projects and their required environments.

m) Prepares documentations required for the procurement of IT/IS related equipment and services.

n) Manage SBB's market place, 20% procurement portals, MS outlook and coordinate with NDMA to host portals and databases.

o) Evaluates responses to the bidding and quotation documents for the procurement of IT/IS related equipment and services.

p) Ensure the correct installation, operation, use and maintenance of all IT/IS equipment and systems.

q) Documents all solutions corresponding to the diagnosis of network, hardware and software faults, whilst repairing them.

r) Recommends and install all spare parts and hardware components required to ensure continued functionally of all IT/IS equipment and system acquired and owned by Small Business Bureau's

s) Identifies, devises and implements Small Business Bureau's IT/IS training schedules/programs for managerial, professional, clerical and stenographic staff which can be accomplished in house and or externally.

t) Advise the CEO or assigned IT/IS Supervisor on any Small Business Bureau's proposed IT/IS guidelines, Policies and Procedures and provide support for their development, review, and approval.

u) Revise, update, maintain, and enforce Small Business Bureau's approved IT/IS Guidelines, Policies and Procedures.

v) Ensure continued security of data and equipment items from internal and external factors.

w) Maintains an inventory of all IT/IS equipment, software, and spare parts.

x) Advises and reports in the required time frames on IT/IS status and performance.

y) Participates in all Training and Development Programs as determined by the CEO or assigned IT/IS Supervisor.

z) Collaborates with Small Business Bureau's Official and Government Organizations involved in the development, and Regulations, in matters relative to information availability, information management, information systems, and information technology.

aa) Performs any other IT/IS related duties as identified by the CEO or assigned IT/IS Supervisor.

4.0 QUALIFICATIONS AND EXPERIENCE

a) Eight (8) years' experience is preferred in:

- Network (preferably window NT) Systems (PC based Servers and Workstations) set – up, administration, and maintenance.
- Information System Analysis, designs, implementation, and support.

b) A Degree from a recognized University in Management Information Systems or a related field, is also preferred.

c) MCSE Certification is highly desirable

d) Proven ability to work independently, planning and taking corrective actions to solve User, Networks, Communications, systems, and Software Applications related problems is also highly desirable.

e) Training and experience in a supervisory role is desirable.

f) Public Sector experience and the ability to work collaboratively with Small Business Bureau Officials and Government Agencies involved in Development and Regulations.

g) Excellent planning, analysis, communication and reporting skills.

5.0 DURATION OF APPOINTMENT

The position of System Administrator is required on a one (1) year contractual basis. Renewal of contract for additional period, thereafter, subject to satisfactory completion of initial contract.

6.0 REPORTING OBLIGATION/SUPERVISOR

The System Administrator will report directly to the Chief Executive Officer.