

Ref #: IT/ T/01	
<div data-bbox="730 231 886 386" data-label="Image"> </div> <div data-bbox="373 392 1245 449" data-label="Section-Header"> <h1>Government of Trinidad and Tobago</h1> </div> <div data-bbox="609 457 1008 539" data-label="Section-Header"> <h2><u>JOB DESCRIPTION</u> CONTRACTUAL POSITION</h2> </div>	
<b>JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER</b>	
<b>JOB SUMMARY:</b>	
<p>The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Ministry/Department under the guidance and direction of supervisors. Duties include: installation and support of personal computers and related software; monitoring of the operations of the Ministry/Department's IT and networking infrastructure; assisting with the installation of computer room and networking infrastructure; and responding to and addressing IT incident reports and requests for help.</p>	
<b>REPORTS TO:</b>	ICT Manager, Manager, Networks and Infrastructure or designate
<b>SUPERVISION GIVEN TO:</b>	N/A
<b>DUTIES AND RESPONSIBILITIES:</b>	
<ul style="list-style-type: none"> <li>▪ Recognises when an IT system/network /personal computer has undergone a security attack or when a breach of security has occurred, and takes immediate action to limit damage in accordance with the Ministry/Department's security policy; and applies defined security controls to personal computers and related components.</li> <li>▪ Installs or removes hardware and/or software, using defined installation instructions and tools; tests and corrects malfunctions, and documents results in accordance with procedure; provides assistance to users in a professional manner following agreed procedures; and updates related maintenance and configuration records.</li> <li>▪ Monitors and logs the actual ICT services provided to users, compared to that required by service level agreements, and liaises with supervisors in the resolution of any breaches.</li> <li>▪ Assists professional staff with the release and deployment of changes and updates to the live IT environment by administering the recording of activities and results; and by assisting with early support activities such as providing support advice to initial users.</li> <li>▪ Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes defined corrective action, and updates relevant security records and documentation.</li> <li>▪ Carries out agreed operational procedures of a routine nature; and contributes to maintenance, installation and problem resolution for the IT and networking infrastructure of the Ministry/Department.</li> <li>▪ Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.</li> <li>▪ Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.</li> <li>▪ Performs other related duties as assigned.</li> </ul>	
<b>KNOWLEDGE, SKILLS AND ABILITIES:</b>	
<b>KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of defined components of IT and networking infrastructure.</li> <li>▪ Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Some knowledge of project management tools and techniques.</li> <li>▪ Some knowledge of relevant Public Service rules and regulations, instructions and procedures.</li> </ul>
<b>SKILLS AND ABILITIES:</b>	<ul style="list-style-type: none"> <li>▪ Ability to recognise and correct IT security breaches.</li> <li>▪ Ability to install/remove hardware and software.</li> <li>▪ Ability to communicate effectively both orally and in writing.</li> <li>▪ Ability to operate as part of a team.</li> <li>▪ Ability to establish and maintain effective working relationships with colleagues.</li> <li>▪ Ability to interact positively with members of the public and external stakeholders.</li> </ul>
<b>MINIMUM EXPERIENCE AND TRAINING:</b>	
<ul style="list-style-type: none"> <li>▪ Minimum of three (3) years' relevant technical experience.</li> <li>▪ Training as evidenced by the possession of a recognized Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.</li> </ul>	