



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services in the management, operations and maintenance of the computer centre hardware, software, systems and related infrastructure of a large Ministry/Department. Duties include: provision of assistance with the operations and support of computer room hardware, operating system software and related support applications; support for email, domain management, and related systems; provision of support and maintenance for PCs, laptops and related equipment; and supervision of other ICT technical and support staff.

REPORTS TO:

ICT Manager, Manager, Networks and Infrastructure or designate

SUPERVISION GIVEN TO:

Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies and maintains specific security controls to the IT infrastructure, as defined by the Ministry/Department's policy and standards, to enhance resilience to unauthorised access.
- Maintains knowledge of specific technical specialisms in the area of IT infrastructure, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Assists with the project management of defined IT infrastructure projects, including identifying and mitigating project risk, ensuring quality in project delivery, and managing assigned resources.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Installs, tests, corrects, commissions/decommissions IT infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the IT infrastructure are not breached.
- Utilises systems management software and tools to collect performance statistics and to carry out agreed system software maintenance tasks.
- Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes necessary corrective action, and maintains relevant security records and documentation.
- Carries out agreed operational procedures, and maintenance and installation work, on the IT infrastructure of the Ministry/Department.
- Assists with the performance of regular backups and restores, and tracks offsite storage, as per agreed operational procedures.
- Assists with the investigation and resolution of problems with IT infrastructure and services, and assists with the implementation of preventative measures to address future issues.
- Receives and handles service desk and incident management requests for IT infrastructure support following agreed procedures, and maintains relevant records.
- Supervises technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Knowledge of defined components of IT infrastructure. ▪ Knowledge of project management tools and techniques. ▪ Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation. ▪ Some knowledge of relevant Public Service rules and regulations, instructions and procedures.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Ability to supervise technical and support staff. ▪ Ability to think creatively and to implement technology solutions. ▪ Ability to manage IT infrastructure projects. ▪ Ability to communicate effectively both orally and in writing. ▪ Ability to promote teamwork. ▪ Ability to establish and maintain effective working relationships with colleagues. ▪ Ability to interact positively with members of the public and external stakeholders.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum of three (3) years' experience performing at a technical level including at least eighteen (18) months' experience in the operation and maintenance of ICT systems. ▪ Training as evidenced by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area. 	