

Ref #: IT/P/07



Government of Trinidad and Tobago

JOB DESCRIPTION **CONTRACTUAL POSITION**

JOB TITLE: INFORMATION TECHNOLOGY (IT) ANALYST/PROGRAMMER

JOB SUMMARY:

The incumbent is required provides general business analysis and programming support services to the Ministry/Department. Duties include: analysis of the required data to meet the information needs of stakeholders; assisting with the analysis and design of all software applications; providing programming support for the development of software applications; supporting the maintenance of all software applications; and supervision of Technical and Support Staff as required.

REPORTS TO:

ICT Manager, Manager, Solutions Development and Implementation, Manager, Service Delivery and Support or designate

SUPERVISION GIVEN TO:

Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies appropriate analytical techniques to electronic data to support the reporting and operational information needs of the Ministry/Department's users.
- Supports the development and implementation of the Ministry/Department's software applications, in particular the analysis and development process and the monitoring of costs, timescale, and resources utilised.
- Investigates operational requirements and problems, and identifies opportunities for improvements in the functions and processes of the Ministry/Department; and assists users in defining acceptance tests.
- Obtains requirements from key stakeholders of the Ministry/Department, and confirms alignment with defined business objectives; and documents and prioritises these requirements in accordance with defined standards and practices.
- Provides general assistance with the design of information systems of the Ministry/Department, and documents all outputs using defined standards, methods and tools.
- Provides general assistance with the development, programming, testing, and correction of the software applications of the Ministry/Department using agreed standards and tools.
- Reviews requirements and specification; develops software tests, including test cases and test scripts; and assists with the execution of the complete testing of new or amended information systems, for all areas of the Ministry/Department.
- Assists with the implementation of software releases, including stakeholder coordination and activity documentation, for all application software.
- Identifies and resolves issues with software applications, utilising agreed procedures and carries out agreed applications maintenance tasks.
- 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 software development and maintenance processes. ▪ 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 develop and maintain software applications. ▪ 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 analysis, programming, development and maintenance of software applications. ▪ 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. 	