Ref #: IT/ T/01	

Government of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER

JOB SUMMARY:

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.

REPORTS TO:	ICT Manager, Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	N/A

DUTIES AND RESPONSIBILITIES:

- 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.
- 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.
- 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.
- 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.
- Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes defined corrective action, and updates relevant security records and documentation.
- 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.
- Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.
- Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	▪ Knowledge of defined components of IT and networking infrastructure. ▪ 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 project management tools and techniques. ▪ Some knowledge of relevant Public Service rules and regulations, instructions and procedures.
SKILLS AND ABILITIES:	▪ Ability to recognise and correct IT security breaches. ▪ Ability to install/remove hardware and software. ▪ Ability to communicate effectively both orally and in writing. ▪ Ability to operate as part of a team. ▪ 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:	
▪ Minimum of three (3) years' relevant technical experience. ▪ 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.	