Ref #: B020/IT/P9 (R)	

Government of Trinidad and Tobago

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: WEB TECHNOLOGY SPECIALIST

JOB SUMMARY:

The incumbent is required to design, develop, implement, manage, maintain and provide support services under appropriate direction and guidance for the internet technology based applications of the Ministry/Department. Duties include: providing key services related to the website and intranet solutions of the Ministry/Department such as assisting with the development of enabling policy and standards; assisting with needs assessment, and the design and development of the solutions; providing technical services in the coding and testing of these applications; monitoring, and providing assistance with the management of, the security, integrity and availability of the applications; promoting, maintaining and enhancing the solutions; assisting with related training and documentation; and supervising support staff as required.

REPORTS TO:	Senior Information Systems Specialist or designated officer
SUPERVISION GIVEN TO:	Technical and Support staff

DUTIES AND RESPONSIBILITIES:

- Assists with the design of web-based applications of the Ministry/Department, by, for example, configuring packaged applications, and documents such designs in accordance with defined standards, methods and tools.
- Develops, interfaces, tests, corrects, and documents web-based applications including the website as part of the Ministry's overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Assists with the development and execution of software tests, including user acceptance testing, for all new or updated web applications.
- Commissions and decommissions internet-based applications in accordance with the defined procedures and instructions of the Ministry/Department or accepted leading practice, and maintains the related service and support records.
- Monitors the performance of the website and intranet applications of the Ministry/Department, and resolves any technical and performance issues identified using standard processes and procedures, and performs assigned software maintenance and performance improvement tasks.
- Monitors the levels of service delivered by the website and intranet solutions of the Ministry/Department

against documented service level agreements or other approved standards of the Ministry/Department, diagnoses identified service delivery problems, and initiates action to maintain and improve the current levels of service.

- Assists with the project management of assigned internet technology projects, by identifying and mitigating project risk, ensuring quality in project delivery, and managing any assigned resources.
- Delivers learning activities, including end-user training, to a variety of audiences in areas of technical specialisation and for any assigned projects.
- Keeps abreast of developments in specific technical specialisations in internet technology based applications including website and intranet technologies; programming procedure and languages; web design, authoring, development, administration and security tools; and utilises this knowledge in performing job duties as required.
- Keeps abreast of opportunities provided by new and emerging internet technology-based, tools and techniques and advises on their relevance and potential value to the Ministry/Department.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	▪ Considerable knowledge of web technology including websites and intranets, web authoring languages and tools, web design and architecture, and web development and implementation. ▪ Knowledge of the management and operation of websites and intranets within an organisation. ▪ Knowledge of project management tools and techniques ▪ Some knowledge of relevant web technology solutions e.g. SharePoint, ▪ WebSphere.
SKILLS AND ABILITIES:	▪ Ability to think creatively and to implement website and intranet solutions. ▪ Ability to supervise technical and support staff. ▪ 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' experience in an area of ICT including at least two (2) years' experience in the development, operations and maintenance of web-based systems.
- Training as evidenced by the possession of a recognised Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.
- Certification in web technology management, such as Microsoft Certified Technology Specialist (MCTS) or CIW
- Web Design Professional.