TOBAGO HOUSE OF ASSEMBLY
JOB DESCRIPTION
CONTRACTUAL POSITION

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

JOB SUMMARY:

The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Division/Department under the guidance and direction of a Supervisor. Duties include: installation and support of personal computers and related software; monitoring the operations of the Ministry/Department's IT and networking infrastructure; assisting with the installation of computer and networking infrastructure; and responding to and addressing IT incident reports and requests for help.

REPORT TO:	Designated Specialist
SUPERVISION GIVEN TO:	N/A

DUTIES AND RESPONSIBILITIES:

- Installs or removes hardware and/or software, using defined installation instructions and tools; tests and corrects malfunctions, and documents results in accordance with procedures; provides assistance to users in accordance with agreed procedures; and updates related maintenance and configuration records.

- Treats with security breaches of or security attacks on IT system/network/personal computer to limit damage in accordance with the Division/Department's security policy and applies defined security controls to personal computers and related components.

- Monitors and logs the actual ICT services provided to users against 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, records activities and results; and assists with early support activities such as providing support advice to users.

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

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE:	- Knowledge of defined components of IT and networking infrastructure. - Some knowledge of the principles, tools and techniques required for the management and control of ICT within a government based or business organization - Some knowledge of project management tools and techniques.
SKILLS AND ABILITIES	- Ability to install/remove hardware and software. - Ability to recognise and correct IT security breaches. - 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.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Minimum of three (3) year' relevant technical experience.
- Training as evidenced by the possession of a recognized associate Degree or Diploma in Computer Science, Computer Information System, Information System Management, Computer Engineering or a related area.