



## JOB DESCRIPTION

### CONTRACTUAL POSITION

**JOB TITLE:** INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT OFFICER

#### JOB SUMMARY

The incumbent is required to provide operational support functions for the ICT infrastructure of a Division/ Department under the guidance and direction of Supervisor; Duties include assisting with software development and testing under supervision; performing defined operational procedures including documentation on the ICT systems; resolving defined request for support and routine incidents; and monitoring levels of service provided

<b>REPORT TO:</b>	Information System Support Specialist or designated Officer
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<b>SUPERVISOR GIVEN TO:</b>	N/A
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#### DUTIES AND RESPOSIBILITIES

- Designs, codes, tests, corrects and documents simple programs and assists with the implementation and testing of software under the supervision and guidance of professional staff.
- Supports the information content and publication development process, including creating draft documentation and illustrations, printing and publishing, and creating sections of technical and operational documentation.
- Interprets, executes and records tests cases in accordance with project tests plans and under the supervision of professional staff.
- Monitor and logs the actual service provided to users against that required by service level agreements.
- Carries out agreed operational procedures of a routine nature; and contributes to maintenance, installation and problem resolution.
- Receives and handles requests for support following agreed procedures; responds to requests for support by providing information to enable incident resolution, allocates unresolved calls as appropriate and maintains relevant records.
- Performs other related duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES	
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Knowledge of computer operations functions</li> <li>• Some knowledge of tools and techniques required for the Management and control of ICT within an organization.</li> <li>• Some Knowledge of project management tools and techniques.</li> </ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>• Ability to communicate effectively both orally and in writing.</li> <li>• Ability to operate as part of a team.</li> <li>• Ability to establish and maintain effective working relationships with colleagues.</li> <li>• Ability to interact with members of the public and external stakeholders</li> </ul>
QUALIFICATIONS, EDUCATION AND EXPERIENCE	
<p>Minimum of three (3) years' of relevant technical experience.</p> <p>Training as evidenced by the possession of a recognized Associate's Degree or Diploma in Computer Science, Computer Information Systems Management, Computer Engineering or a related area.</p>	