



JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER	
JOB SUMMARY	
<p>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 operation of the Division/Department's IT and Networking infrastructure; assisting with the installation of computer and networking infrastructure; and responding to and addressing IT incident reports and request for help.</p>	
REPORT TO:	Designated Specialist
SUPERVISOR GIVEN TO:	N/A
DUTIES AND RESPOSIBILITIES	
<ul style="list-style-type: none">• Installs or removes hardware and / or software , using defined installation instructions and tools; tests and correct 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 assist 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 storage , according to agreed operational procedures.
- Performs other related duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES

KNOWLEDGE

Knowledge of define components of IT and networking infrastructure

- Some knowledge of the principle, 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 recognize and correct IT security breaches
- Ability to communicate effectively both orally, and 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) years' of relevant technical experience.

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.