



CENTRAL ADMINISTRATIVE SERVICES TOBAGO

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JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: INFORMATION SYSTEMS SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services for software application systems of the Ministry/Department. Duties include: analysis of operational data to meet the information needs of stakeholders; assisting with the selection, design, programming and testing of software applications; supporting the enhancement of software applications; providing training to key stakeholders on specified information systems; and supervision of Technical and Support Staff as required. Depending on work assignment, the incumbent will be required to perform these duties in a specified category of software application solutions, such as: a) the business information systems of the Ministry/Department such as finance, payroll and human resource management; b) the Ministry/Department-specific information systems; c) any defined combination of business and Ministry/Department-specific information systems.

REPORS TO:

Senior Information Systems Specialist or Designated Officer

SUPERVISION GIVEN TO:

Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- Develops, documents and implements changes to the operational systems based on requests for change, in accordance with change control procedures.
- Investigates operations requirements and problems and identifies opportunities for improvements in the business functions and processes of the Ministry/Department.
- Assists with the design of the information systems of the Ministry/Department, and documents the required outputs of the software using defined standards, methods and tools.
- Determines information systems requirements from users, management and stakeholders of the Ministry/Department and confirms their alignment with defined business objectives; and specifies documents and prioritises these requirements in accordance with defined standards and practices.
- Investigates and resolves related security incidents according to defined procedures and applies and maintains specified security controls as required to maintain confidentiality, integrity and availability of the software applications of the Ministry/Department.
- Analyses application data to support the reporting and operational information needs of users and other stakeholders in the Ministry/Department.

- Assists with project managing the selection, development and implementation of information systems, by undertaking activities such as the identification and mitigation of project risk, and the monitoring of costs, timescale, and resources utilised.
- Assists with the development of software tests, and with the execution of the system and acceptance testing of new or modified information systems, particularly for those areas of technical specialisation.
- Contributes to the implementation of application software releases, particularly for areas of technical specialisation, by undertaking activities such as stakeholder coordination and activity documentation.
- Identifies and resolves issues with software applications using agreed processes and procedures; supports scheduled software maintenance tasks and assists with the implementation of accepted solutions and preventative measures.
- Delivers learning activities, such as training, on the software applications of the Ministry/Department to a variety of users and audiences.
- Keeps abreast of technical specialisations in software application selection and development, and relevant operational software products; and utilises this knowledge in performing job duties.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Knowledge of software development tools, processes and techniques.
- Knowledge of project management tools and techniques.
- Some knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation.

SKILLS AND ABILITIES:

Ability to supervise technical and support staff.
 Ability to think creatively and to implement software application solutions.
 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 and internal stakeholders.
 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 eighteen (18) months experience in the design and development of application software.
- Training as evidence by the possession of a recognised Bachelor’s Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.