**OFFICE OF THE PRIME MINISTER**

**JOB DESCRIPTION**

**INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)**

**TECHNICAL OFFICER**

(on standardized terms and conditions)

**JOB SUMMARY**

The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Ministry/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.

**REPORTS 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 procedure; 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 Ministry/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.
* Assist 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 an 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 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’ relevant technical experience.
* Training as evidenced by the possession of a recognised Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.