



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: SENIOR INFORMATION TECHNOLOGY (IT) SPECIALIST

JOB SUMMARY:

The incumbent is required to perform a broad range of technical duties in the administration, operations, maintenance and support of the information technology and connectivity infrastructure of the Ministry/Department. Duties include: operations, support and maintenance of the computer room hardware, operating software and related infrastructure; operating, monitoring and maintaining the computer network, communications and related infrastructure of the Ministry/Department; and supervision of other ICT professionals, technical and administrative staff.

REPORTS TO:

ICT Manager or designated officer

SUPERVISION GIVEN TO:

Professional (Direct)
Technical and Support Staff (Indirect)

DUTIES AND RESPONSIBILITIES:

- Manages and operates the IT infrastructure of the Ministry/Department, in accordance with agreed standards and procedures, and contributes to the resolution of operational problems.
- Manages the storage and backup systems to provide agreed levels of service, security, storage optimisation, and recovery and growth capacity, in compliance with data retention and data protection requirements in the Public Service.
- Supports the ICT Manager in the production of network and connectivity designs, policies, strategies, architecture and specifications for the networks required to support the business requirements and strategy of the Ministry/Department.
- Documents and implements the arrangements for disaster recovery; and conducts regular testing of the recovery procedures.
- Operates, maintains and monitors the performance of the Ministry/Department's ICT Infrastructure of the Ministry/Department in accordance with agreed standards and procedures and service level agreements.
- Guides the installation, testing, commissioning/decommissioning of ICT infrastructure including hardware, software and connectivity in accordance with agreed quality, safety and security plans.
- Provides expertise in the review, evaluation, installation, testing, upgrade and maintenance of system software such as operating systems, and data management and utility software, and in resolution of any associated service delivery problems.
- Facilitates the management and completion of medium-scale ICT projects of the Ministry/Department, including the identification and mitigation of project risk and ensuring quality in delivery.
- Monitors service delivery of the ICT infrastructure components against service level agreements, diagnoses service delivery problems, and initiates action to maintain and improve the levels of service.
- Monitors the application of, and compliance with, security operations procedures, reviews the ICT

infrastructure for breaches in security, and takes appropriate remedial actions.

- Initiates and monitors actions to investigate and resolve problems with the ICT infrastructure and implements agreed solutions and measures.
- Prepares and delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and responsibility.
- Keeps abreast of specific technical specialisations in the area of information technology and connectivity, and utilises this knowledge in performing job duties.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Considerable knowledge of the defined components of ICT infrastructure.
- Knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation.
- Knowledge of project management tools and techniques.
- Some knowledge of relevant Public Service processes and procedures.

SKILLS AND ABILITIES:

- Ability to supervise professional, technical and support staff.
- Ability to think creatively and to implement technology solutions.
- Ability to manage ICT projects.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork and manage conflict
- 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 five (5) years' experience at a supervisory level in the area of ICT, including at least two (2) years' experience in the development, implementation and operation of ICT systems.
- Training as evidenced by the possession of a recognised Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.
OR
- Minimum of seven (7) years' experience at a supervisory level including four (4) years in the development, implementation and operation of ICT systems
- Training as evidenced by the possession of a recognised Bachelor's Degree.
- Certification in the area of ICT from a recognised institution.
OR
- Minimum of ten (10) years' experience at a supervisory level in the area of ICT, in addition to at least five (5) years' experience in the development, implementation and operation of ICT systems.
- Training as evidenced by the possession of a two-year Diploma/Certificate in the area of ICT from a recognised institution.