



Government of the Republic of Trinidad and Tobago

MINISTRY OF FINANCE

Information Communications Technology Division

Notice of Vacancy

The Permanent Secretary, Ministry of Finance is inviting applications from suitably qualified persons to fill the contract position of Information and Communications Technology (ICT) Technical Officer for a period of three (3) years

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER – 1 Position

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 supervisors. Duties include: installation and support of personal computers and related software; monitoring of the operations of the Ministry/Department's IT and networking infrastructure; assisting with the installation of computer room and networking infrastructure; and responding to and addressing IT incident reports and requests for help.

MAIN DUTIES AND RESPONSIBILITIES:

- Recognises when an IT system/network /personal computer has undergone a security attack or when a breach of security has occurred, and takes immediate action to limit damage in accordance with the Ministry/Department's security policy; and applies defined security controls to personal computers and related components.
- 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 a professional manner following agreed procedures; and updates related maintenance and configuration records.
- Monitors and logs the actual ICT services provided to users, compared to 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 by administering the recording of activities and results;

and by assisting with early support activities such as providing support advice to initial users.

- Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes defined corrective action, and updates relevant security records and documentation.
 - 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 Ministry/Department.
 - Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.
 - Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of defined components of IT and networking infrastructure.
- Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation.
- Some knowledge of project management tools and techniques.
- Some knowledge of relevant Public Service rules and regulations, instructions and procedures.
- Ability to recognise and correct IT security breaches.
- Ability to install/remove hardware and software.
- 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.

EXPERIENCE AND TRAINING:

- Minimum of three (3) years' relevant technical experience.
- Training as evidenced by the possession of a recognized Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.

Terms and conditions of employment on contract are in accordance with Personnel Department Circular Memorandum No. 1 of 2015 dated October 16, 2015.

Interested persons should forward their applications and Curriculum Vitae no later than **Friday February 23, 2018**, to:

**The Permanent Secretary, Ministry of Finance
Attention: Director of Human Resources
Ministry of Finance
Level 7
Eric Williams Financial Complex
Independence Square, Port of Spain**

We thank all applicants for their interest and advise that only suitably qualified candidates will be contacted.