



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 Technology (IT) Infrastructure Specialist for a period of three (3) years

INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE SPECIALIST – 3 Positions

JOB SUMMARY:

The incumbent is required to provide technical services in the management, operations and maintenance of the computer centre hardware, software, systems and related infrastructure of a large Ministry/Department. Duties include: provision of assistance with the operations and support of computer room hardware, operating system software and related support applications; support for email, domain management, and related systems; provision of support and maintenance for PCs, laptops and related equipment; and supervision of other ICT technical and support staff.

MAIN DUTIES AND RESPONSIBILITIES:

- Applies and maintains specific security controls to the IT infrastructure, as defined by the Ministry/Department's policy and standards, to enhance resilience to unauthorised access.
- Maintains knowledge of specific technical specialisms in the area of IT infrastructure, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Assists with the project management of defined IT infrastructure projects, including identifying and mitigating project risk, ensuring quality in project delivery, and managing assigned resources.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Installs, tests, corrects, commissions/decommissions IT infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the IT infrastructure are not breached.

- Utilizes systems management software and tools to collect performance statistics and to carry out agreed system software maintenance tasks.
- Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes necessary corrective action, and maintains relevant security records and documentation.
- Carries out agreed operational procedures, and maintenance and installation work, on the IT infrastructure of the Ministry/Department.
- Assists with the performance of regular backups and restores, and tracks offsite storage, as per agreed operational procedures.
- Assists with the investigation and resolution of problems with IT infrastructure and services, and assists with the implementation of preventative measures to address future issues.
- Receives and handles service desk and incident management requests for IT infrastructure support following agreed procedures, and maintains relevant records.
- Supervises technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of defined components of IT infrastructure.
- Knowledge of project management tools and techniques.
- 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 relevant Public Service rules and regulations, instructions and procedures.
- Ability to supervise technical and support staff.
- Ability to think creatively and to implement technology solutions.
- Ability to manage IT infrastructure projects.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork.
- 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' experience performing at a technical level including at least eighteen (18) months' experience in the operations and maintenance of ICT systems.
- Training as evidenced by the possession of a recognized Bachelor's Degree 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 shortlisted candidates will be contacted.