



Government of Trinidad and Tobago

JOB DESCRIPTION **CONTRACTUAL POSITION**

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT OFFICER

JOB SUMMARY:

The incumbent is required to provide operational support functions for the ICT infrastructure of a Ministry/Department/Division under the guidance and direction of supervisors. Duties include: assisting with software development and testing under supervision; performing defined operational procedures including documentation on the ICT systems; resolving defined requests for support and routine incidents; and monitoring levels of service provided.

REPORTS TO: Information Systems Support Specialist or designated officer

SUPERVISION GIVEN TO: N/A

DUTIES AND RESPONSIBILITIES :

- Designs, codes, tests, corrects and documents simple programs and assists with the implementation and testing of software under the supervision and guidance of professional staff.
- Supports the information content and publication development process, including creating draft documentation and illustrations, printing and publishing, and creating sections of technical and operational documentation.
- Interprets, executes and records test cases in accordance with project test plans and under the supervision of professional staff.
- Monitors and logs the actual service provided to users against that required by service level agreements.
- Carries out agreed operational procedures of a routine nature; and contributes to maintenance, installation and problem resolution.
- Receives and handles requests for support following agreed procedures; and responds to requests for support by providing information to enable incident resolution and allocates unresolved calls as appropriate; and maintains relevant records.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	<ul style="list-style-type: none"> • Knowledge of computer operations functions. • Some knowledge of the tools and techniques required for the management and control of ICT within an organisation. • Some knowledge of project management tools and techniques.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> • 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 with members of the public and external stakeholders.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum of three (3) years of 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.