

Job Title: INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE SPECIALIST

Description

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 Ministry/Department. Duties include: provision of assistance with the operations and support of computer 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.

Minimum Experience and Training:

- Minimum of three (3) years' experience in the area of ICT, including at least eighteen (18) months' experience in the operation and maintenance of ICI' 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.

Key and Critical Responsibilities:

- Installs, tests, corrects, commissions/decommissions IT infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Applies and maintains specific security controls to the IT infrastructure, as defined by the policy and standards of the Ministry/Department, to enhance resilience to unauthorised access.
- Investigates minor security breaches within the IT infrastructure in accordance with established procedures, takes necessary corrective action, and maintains relevant security records and documentation.
- Utilises systems management software and tools to collect performance statistics and to carry out agreed system software maintenance tasks.
- Reviews and monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the IT infrastructure are adhered to.
- Carries out agreed operational procedures, and maintenance and installation work, on the IT infrastructure of the Ministry/Department.
- Receives and handles service desk and incident management requests for IT infrastructure support following agreed procedures, and maintains relevant records.
- Contributes to the project management of defined IT infrastructure projects by undertaking activities such as the identification and mitigation of project risk, ensuring quality in project delivery and managing assigned resources.
- Assists with the performance of regular backups and restores and tracks offsite storage, in accordance with 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.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Keeps abreast of developments in the area of IT infrastructure and utilises this knowledge in performing job duties.
- Performs other related duties as assigned.

Key Competency

- 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 an organisation.
 - 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 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.
-