

Job Title: WEB TECHNOLOGY SPECIALIST

Description

The incumbent is required to design, develop, implement, manage, maintain and provide support services under appropriate direction and guidance for the internet technology-based applications of the Ministry. Duties include: providing key services related to the website and intranet solutions of the Ministry such as - assisting with the development of enabling policy and standards; assisting with needs assessment, and the design and development of the solutions; providing technical services in the coding and testing of these applications; monitoring, and providing assistance with the management of, the security, integrity and availability of the applications; promoting, maintaining and enhancing the solutions; assisting with related training and documentation; and supervising support staff as required.

Minimum Experience and Training:

- Minimum of three (3) years' experience in an area of ICT including at least two (2) years' experience in the development, operations and maintenance of web-based 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.
- Certification in web technology management, such as Microsoft Certified Technology Specialist (MCTS) or CIW Web Design Professional.

Key and Critical Responsibilities:

- Assists with the design of web-based applications of the Ministry, by, for example, configuring packaged applications, and documents such designs in accordance with defined standards, methods and tools.
- Develops, interfaces, tests, corrects, and documents web-based applications including the website as part of the Ministry's overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Assists with the development and execution of software tests, including user acceptance testing, for all new or updated web applications.
- Commissions and decommisions internet-based applications in accordance with the defined procedures and instructions of the Ministry or accepted leading practice, and maintains the related service and support records.
- Monitors the performance of the website and intranet applications of the Ministry, and resolves any technical and performance issues identified using standard processes and procedures, and performs assigned software maintenance and performance improvement tasks.
- Monitors the levels of service delivered by the website and intranet solutions of the Ministry against documented service level agreements or other approved standards of the Ministry,

diagnoses identified service delivery problems, and initiates action to maintain and improve the current levels of service.

- Assists with the project management of assigned internet technology projects, by identifying and mitigating project risk, ensuring quality in project delivery, and managing any assigned resources.
- Delivers learning activities, including end-user training, to a variety of audiences in areas of technical specialisation and for any assigned projects.
- Keeps abreast of developments in specific technical specialisations in internet technology based applications including website and intranet technologies; programming procedure and languages; web design, authoring, development, administration and security tools; and utilises this knowledge in performing job duties as required.
- Keeps abreast of opportunities provided by new and emerging internet technology-based, tools and techniques and advises on their relevance and potential value to the Ministry.
- Performs other related duties as required.

Key Competency

- Considerable knowledge of web technology including websites and intranets, web authoring languages and tools, web design and architecture, and web development and implementation.
 - Knowledge of the management and operation of websites and intranets within an organisation.
 - Knowledge of project management tools and techniques
 - Some knowledge of relevant web technology solutions e.g. SharePoint, WebSphere.
 - Ability to think creatively and to implement website and intranet solutions.
 - Ability to supervise technical and support staff.
 - 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.
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