



# Career Opportunity

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## SEW SPECIALIST

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### JOB SUMMARY

This position requires working as part of a team of highly skilled professionals to ensure the efficient operation of the Single Electronic window (SEW) Platform - TTBizLink. The incumbent will be responsible for working closely with the partnering agencies and Consultants in the development of relevant Modules/e-services for the TTBizLink which would facilitate Trade and Business in Trinidad and Tobago. The individual will be required to follow international industry standards and project management methodologies in the development and maintenance of the Modules/e-services on TTBizLink. The individual will also be required to adhere to the highest levels of service delivery standards.

### DUTIES AND RESPONSIBILITIES

- Undertake critical business process re-engineering in order to propose solutions to redesign/improve work flow efficiency, enhance customer service and cut operational costs of partner agencies.
- Elicit customer requirements using interviews, impact assessments, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Assist in the resolution of customer issues by collaborating with the ICT Technical Officer, ICT Support Officers, TTBizLink Administering Departments and TTBizLink Contractors (Infrastructure Operators, Data Centre Operators and System Developers)
- Demonstrate quality service and accountability as evidenced by meeting customer needs and exceeding established performance metrics in SEW's Service Delivery Charter.
- Collaborate with the Consultants in the development of TTBizLink Modules/e-services using project management methodologies and consistent with internationally recognized industry standards.
- Critically and iteratively review system requirements in conjunction with design specification to determine alignment, identify any inaccuracies and take remedial action where appropriate.
- Interface and escalate with vendor partners to lead hardware, software, and service enhancements by identifying and quantifying customer requirements, delineating the gaps between customer requirements and the capabilities of existing technology, and recommending proactive improvements.
- Build customer relationships by coordinating with customers to plan operational and project work.
- Develop implementation plans and timeline of projects, provide status reports, exchanges relevant information with management and project teams, and meets timeline.
- Conduct training for collaborating partners to building their competence and skills base to use TTBizLink.
- Provide partner agencies with change management and technical guidance and support on issues involved in transitioning from the manual process to the online process.
- Periodically monitor and critically evaluate the performance of the TTBizLink specific modules/e-services for continual service improvements against pre-defined performance, quality and service standards.
- Liaise with relevant Government Ministries and Agencies and private sector stakeholders to ensure adherence to established Service Level Agreements (SLAs) and to identify and resolve matters that negatively affect the SLAs.
- Critically analyse business intelligence data to identify trends that can inform policy development and strategic decision making related to trade, business and investment.
- Collaborate with the TTBizLink Programme Managers and Operations Manager in implementing the appropriate Knowledge Management Framework as well as, to ensure that the systems policies and procedures relating to Incident Management, Change Request and Security are adhered to.
- Collaborate with the Manager Stakeholder Adoption, SEW with respect to communication strategies, user registration, training and other stakeholder engagement activities.
- Assist in quality assurance and defining testing strategy and risks. Provide significant contributions in the testing and debugging of new software or enhancements to existing software.
- Prepare relevant instructional materials to assist stakeholders in the use of the SEW and the specific e-services.
- Perform other duties, as may be required, to assist the Ministry in executing its mandate



GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO  
MINISTRY OF TRADE AND INDUSTRY

# Career Opportunity

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## SEW SPECIALIST (CONT'D)

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### KNOWLEDGE, SKILLS AND ABILITIES

- Familiarity with project management and service management tools and techniques.
- Familiarity with relevant Public Service rules and regulations, instructions and procedures.
- Knowledge of any of the following SOA, ITIL, ISO/IEC 20000, ISO/IEC 27000 series, will be an asset.
- Able to abide by policies for a secure work environment and ensure strict confidentiality of all information accessible in the course of duties.
- Excellent analytical and organizational skills, including the proven ability to adapt to a dynamic project environment and manage multiple project deliverables.
- Ability to organize and work effectively with project teams from various departments, external Contractor's/suppliers/consultants and customers.
- Communication and presentation (written and oral): good communication skills with people from a wide variety of backgrounds; proficient in effective presentation techniques and with a good personal presence; proficient in receiving complex ideas with clarity and ensuring other staff understand these ideas.

### MINIMUM EXPERIENCE AND TRAINING

- Under Graduate Qualifications in Economics, Management, Computer Science or Engineering.
- At least two years working experience in the public sector.
- In-depth understanding of electronic management systems such as electronic single windows.

Submit your Curriculum Vitae, giving details of qualifications and experience to:  
**Permanent Secretary (Ag.), Ministry of Trade and Industry**  
Level 11, Nicholas Tower, 63-65 Independence Square, Port-of-Spain  
Attention: Human Resource Manager

Deadline for receipt of applications:

**Monday 14th August, 2017 by 4:00pm**