



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

# Career Opportunity

## SINGLE ELECTRONIC WINDOW (SEW) SPECIALIST

### 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 SEW is a platform accessed via [www.ttbizlink.gov.tt](http://www.ttbizlink.gov.tt) that allows persons to conduct various trade and business related transactions online, thereby transitioning away from manual processes. In this way, once a person is registered to access the SEW, he/she can complete an electronic application which when submitted is automatically routed to the relevant approving agency.

Being part of the TTBizLink Unit requires working closely with team members, various partnering/collaborating agencies in the public and private sector and with Consultants in the development and management of assigned Modules on the SEW. Each Module comprises various e-services.

The Unit follows international industry standards for SEWs and project management methodologies in the development and maintenance of the Modules/e-services on TTBizLink.

Members of the TTBizLink Unit must adhere to the highest levels of service delivery standards and professionalism in the conduct of his/her duties.

### DUTIES AND RESPONSIBILITIES

- Collaborate in the development, management, and expansion of assigned Module(s)/e-service(s)
- Collaborate in relevant areas of the enhancement of the SEW.
- Ensure full optimization of TTBizLink Modules.
- Monitor and critically evaluate the performance of specific TTBizLink Modules/e-services against predefined performance, quality and service standards and prepares detailed reports, as required.
- Provide Level II customer management and system support.
- Collaborate with the TTBizLink Help Desk in resolving customer problems.
- Undertake a process of continuous improvement by conducting regular system testing and making recommendations for system and Module enhancements.
- Critically analyse business intelligence data to identify trends that can inform policy development related to trade, business and investment.
- Administer SEW Module(s), where applicable.

- Facilitate knowledge building and management.
- Represent the Ministry on various committees, conferences and technical working groups locally, regionally and internationally.
- Perform other duties, as may be required, to assist the Ministry in executing its mandate.

### MINIMUM EXPERIENCE AND TRAINING

- A recognized BSc in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering, Economics, Management or a related area.

Submit your Curriculum Vitae, giving details of qualifications and experience to:

**Permanent Secretary, Ministry of Trade and Industry**  
Level 11, Nicholas Tower, 63-65 Independence Square,  
Port-of-Spain  
Attention: Senior Human Resource Officer