



# *Job Description*

## INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT OFFICER

### **JOB SUMMARY**

The incumbent is required to provide operational support functions for the ICT infrastructure of the Ministry/Department 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.

### **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**

- Knowledge of computer operations functions.
- Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation.
- Some knowledge of project management tools and techniques.
- Some knowledge of relevant Public Service rules and regulations, instructions and procedures.

#### **Skills and Abilities**

- 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.

### **MINIMUM EXPERIENCE AND TRAINING**

- Minimum of three (3) years of relevant technical experience.
- Training as evidenced by the possession of a recognized Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.