



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: SENIOR NETWORK SPECIALIST

JOB SUMMARY:

The incumbent is required to perform specialized technical duties in the administration, operations, maintenance and support of the computer network hardware, software, intranet, internet, portal, communications, LANs, WANs and related infrastructure of a large Ministry/Department. Duties include: ensuring secure network and communications operations, including the intranet, portal and internet-related services; providing network management and network maintenance; delivering successful network, messaging and communications projects; achieving targeted service and availability levels; and supervising other network professionals, technical and support staff.

REPORTS TO: Manager, Networks and Infrastructure or designated officer

SUPERVISION GIVEN TO: Professional, Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- Manages the operations and maintenance of the networking and connectivity infrastructure of the Ministry/Department in accordance with agreed standards and procedures, and ensures that agreed service levels are met.
- Supports the Manager in the production of network and connectivity designs, policies, strategies, architectures and specifications for the networks required to support the business requirements and strategy of the Ministry/Department.
- Negotiates service level agreements for network and infrastructure components, diagnoses service delivery problems, and initiates action to maintain and improve the levels of service delivery.
- Delivers network management and support, and provides network maintenance services, including network support, the resolution of network problems and the implementation of preventative measures.
- Conducts security risk and vulnerability assessments for computer networks (intranet and internet), communications and related infrastructure, and develops and applies appropriate technical security controls.
- Investigates security breaches with networks and connectivity infrastructure in accordance with established procedures, and takes the necessary corrective action.
- Reviews and maintains the networking plans for the Ministry/Department, and assists with planning of the technology infrastructure to deliver connectivity and network services to meet service level agreements.
- Monitors network and connectivity service component capacity and initiates actions to resolve any shortfall in accordance with agreed policies and procedures.
- Contributes to ensuring that the network and connectivity infrastructure meets all agreed performance targets and service levels, and assists with disaster recovery arrangements and testing of the recovery procedures.
- Provides inputs to the service continuity planning process, and implements the approved plans in order to achieve defined levels of continuity of the networks and related infrastructure of the Ministry/Department.
- Coordinates the installation, testing, commissioning/decommissioning of networking and connectivity infrastructure in accordance with agreed quality and safety plans.
- Conducts research into and explores ways to use emerging technologies and products to further the networking and connectivity goals of the Ministry/Department.

- Participates as a member of the project management team for defined networking and connectivity projects of the Ministry/Department by undertaking activities such as the identification and mitigation of project risk and ensuring quality in project delivery.
- Prepares and delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and responsibility.
- Assists with facilitating the administration of the acquisition, storage, distribution and movement of network and connectivity assets across the Ministry/Department.
- Keeps abreast of developments in computer networking and communications infrastructure, and provides advice regarding their application, and utilises this knowledge in performing job duties.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Considerable knowledge of the defined components of networking and connectivity infrastructure.
- Knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation.
- Knowledge of project management tools and techniques.
- Some knowledge of Public Service processes and procedures.

SKILLS AND ABILITIES:

- Ability to supervise professional, technical and support staff.
- Ability to think creatively and to implement technology solutions.
- Ability to manage ICT 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.

MINIMUM EXPERIENCE AND TRAINING:

- Minimum five (5) years' experience at a supervisory level in the area of ICT, including at least two (2) years' experience in the development, implementation, management and operation of networks, messaging and communications infrastructure.
- 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.
OR
- Minimum of seven (7) years' experience at a supervisory level in the area of ICT, including at least four (4) years in the development, implementation, management and operation of networks, messaging and communications infrastructure
- Training as evidenced by the possession of a recognised Bachelor's degree.
- Certification in the area of ICT from a recognised institution.
OR
- Minimum of ten (10) years' experience at a supervisory level in the area of ICT, in addition to at least five (5) years' experience in the development, implementation, management and operation of networks, messaging and communications infrastructure
- Training as evidenced by the possession of a two-year Diploma/Certificate in the area of ICT from a recognised institution.



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: SENIOR DATABASE SPECIALIST

JOB SUMMARY:

The incumbent is required to perform specialized database design, development, implementation, maintenance and support duties for the information systems of a large Ministry/Department. Duties include: ensuring the security, confidentiality, integrity and availability of the databases of the Ministry/Department; providing advice on database technology and products; managing database design and development activities; developing, administering, maintaining and supporting database solutions; and supervision of professional, technical and support staff.

REPORTS TO:

Manager, Solutions Development and Implementation, Manager, Service Delivery and Support or designated officer

SUPERVISION GIVEN TO:

Professional (Direct)
Technical and Support Staff as required (Indirect)

KEY RESPONSIBILITIES:

- Designs, develops, tests, corrects and documents database management systems as part of the overall application development and maintenance process in accordance with agreed standards and specifications.
- Designs and applies physical, procedural and technical controls to the databases of the Ministry/Department to ensure confidentiality, integrity and availability; and investigates and remedies related security incidents.
- Trains relevant staff to ensure their comprehension of and compliance with government's policies and procedures and established best practices around the use of information; and identifies the risks involved in the use of information.
- Manages the accessibility, retrievability and security of defined databases.
- Contributes to the design of information systems to meet the business needs of the Ministry/Department, consistent with database standards and best practices, and within the constraints of cost, security and efficiency.
- Manages the on-going installation, configuration, upgrade, administration, monitoring and maintenance of the databases of the Ministry/Department, including developing and maintaining related procedures and documentation, and optimising database performance and availability.
- Facilitates the management of the database development and implementation projects, of the Ministry/Department including the identification and mitigation of project risk, ensuring quality in project delivery and managing resources.
- Prepares and delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and responsibility.
- Contributes to the planning and execution of system and acceptance testing of new or modified information systems, particularly in areas of technical specialisation.
- Contributes to the planning for and implementation of software releases, particularly in areas of technical specialisation by undertaking activities such as risk assessment and stakeholder coordination.
- Reviews database development and implementation processes in accordance with agreed quality standards.
- Provides inputs to the service continuity planning process and implements the resulting plans.
- Applies specialist knowledge of database architectures, design, techniques and software to the specification, design and maintenance of databases and repositories which support the information needs of the

Ministry/Department. <ul style="list-style-type: none"> ▪ Keeps abreast of developments in database technology, tools and techniques and advises on their relevance and potential value to the Ministry/Department and their application. ▪ Performs other related duties as assigned 	
KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> ▪ Considerable knowledge of database technology, and database development, administration and maintenance. ▪ Knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation. ▪ Knowledge of project management tools and techniques. ▪ Some knowledge of Public Service processes and procedures.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ Ability to supervise professional, technical and support staff. ▪ Ability to think creatively and to implement database solutions. ▪ Ability to manage ICT 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.
MINIMUM EXPERIENCE AND TRAINING:	
<ul style="list-style-type: none"> ▪ Minimum five (5) years' experience at a supervisory level in the area of ICT, including at least two (2) years' experience in the design, development, operation and maintenance of large database management 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. ▪ Relevant certification in database management such as the Certified Data Management Professional, Oracle Database 12c Administrator Certified Professional etc. <p>OR</p> <ul style="list-style-type: none"> ▪ Minimum of seven (7) years' experience at a supervisory level in the area of ICT including at least four (4) years in the design, development, operation and maintenance of large database management systems. ▪ Training as evidenced by the possession of a recognised Bachelor's degree from a recognised institution ▪ Certification in the area of ICT from a recognised institution <p>OR</p> <ul style="list-style-type: none"> ▪ Minimum of ten (10) years' experience at a supervisory level in the area of ICT, in addition to at least five (5) years' experience in the design, development operation and maintenance of large database management systems. ▪ Training as evidenced by the possession of a two-year Diploma/Certificate in the area of ICT from a recognised institution. 	



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: NETWORK SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services in the management, operations and maintenance of the computer network hardware and software, intranet, internet, portal, communications, LANs, WANs and related connectivity infrastructure of the Ministry/Department. Duties include: operating and maintaining network and connectivity components; monitoring network security; resolving network problems and service incidents; and supervision of technical and support staff as required.

REPORTS TO:

Senior Network Specialist, Senior IT Specialist or designated officer

SUPERVISION GIVEN TO:

Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- Identifies and resolves network problems in accordance with agreed procedures and assists with monitoring and reporting on performance, using network management software and tools.
- Installs, tests, corrects, commissions/decommissions networking and connectivity infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Investigates minor security breaches with networks and connectivity infrastructure in accordance with established procedures, takes necessary corrective action, updates and maintains relevant security records and documentation.
- Applies and maintains specific security controls to the network and connectivity infrastructure, as defined by the policy and standards of the Ministry/Department, to enhance resilience to unauthorised access.
- Monitors service level delivery metrics to ensure that service level agreements for the networks and related infrastructure are not breached.
- Carries out agreed operational procedures and maintenance and installation work on the network and connectivity infrastructure of the Ministry/Department.
- Participates in the investigation and resolution of problems with networking infrastructure and services, and assists with the implementation of preventative measures to address future issues.
- Receives and responds to service desk and incident management requests for network and connectivity infrastructure support in accordance with agreed procedures, and maintains relevant records.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Participates as a member of a project team in the management of defined networking and connectivity projects of the Ministry/Department by undertaking activities such as identifying and mitigating project risk, ensuring quality in project delivery and managing assigned resources.
- Keeps abreast of developments in computer networking and communications infrastructure, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:

- Knowledge of defined components of networking and connectivity infrastructure.
- Knowledge of project management tools and techniques.

	<ul style="list-style-type: none"> ▪ Some knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation.
<p>SKILLS AND ABILITIES:</p>	<ul style="list-style-type: none"> ▪ Ability to supervise technical and support staff. ▪ Ability to think creatively and to implement IT connectivity solutions. ▪ 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.
<p>MINIMUM EXPERIENCE AND TRAINING:</p>	
<ul style="list-style-type: none"> ▪ Minimum of three (3) years' experience in the area of ICT, including at least eighteen (18) months' experience in the operation and maintenance of network, messaging and communications infrastructure. ▪ 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. 	



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT OFFICER

JOB SUMMARY:

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

REPORTS TO: Information Systems Support Specialist or designated officer

SUPERVISION GIVEN TO: N/A

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:	<ul style="list-style-type: none"> ▪ Knowledge of computer operations functions. ▪ Some knowledge of the tools and techniques required for the management and control of ICT within an organisation. ▪ Some knowledge of project management tools and techniques.
SKILLS AND ABILITIES:	<ul style="list-style-type: none"> ▪ 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 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 recognised Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.



Government of Trinidad and Tobago

JOB DESCRIPTION CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER

JOB SUMMARY:

The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Ministry/Department under the guidance and direction of a supervisor. Duties include: installation and support of personal computers and related software; monitoring the operations of the Ministry/Department's IT and networking infrastructure; assisting with the installation of computer and networking infrastructure; and responding to and addressing IT incident reports and requests for help.

REPORTS TO: Designated Specialist

SUPERVISION GIVEN TO: N/A

DUTIES AND RESPONSIBILITIES:

- Installs or removes hardware and/or software, using defined installation instructions and tools; tests and corrects malfunctions, and documents results in accordance with procedure; provides assistance to users in accordance with agreed procedures; and updates related maintenance and configuration records.
- Treats with security breaches of or security attacks on IT system/network/personal computer to limit damage in accordance with the Ministry/Department's security policy; and applies defined security controls to personal computers and related components
- Monitors and logs the actual ICT services provided to users, against that required by service level agreements, and liaises with supervisors in the resolution of any breaches.
- Assists professional staff with the release and deployment of changes and updates to the live IT environment, records activities and results; and assists with early support activities such as providing support advice to users.
- Investigates and acts on minor security breaches with the IT infrastructure, takes defined corrective action, and updates relevant security records and documentation in accordance with established procedures.
- Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.
- Carries out agreed operational procedures of a routine nature; and contributes to maintenance, installation and problem resolution for the IT and networking infrastructure of the organisation.
- Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- KNOWLEDGE:**
- Knowledge of defined components of IT and networking infrastructure.
 - Some knowledge of the principles, 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.

SKILLS AND ABILITIES:

- Ability to install/remove hardware and software.
- Ability to recognise and correct IT security breaches.
- 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' relevant technical experience.
- Training as evidenced by the possession of a recognised Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.