



## LAND SETTLEMENT AGENCY

**Unit : Corporate Services Unit**

**Position : Information & Communications Technology (ICT) Support Officer**

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### **Job Summary**

The Information & Communications Technology (ICT) Support Officer provides support to staff with all Agency technology including software applications, business solutions, equipment and communications.

### **Organizational Relationships:**

- Reports directly to Information Systems Specialist;
- Interfaces with Officers from other Units / Divisions where necessary.

### **Duties Include:**

- Troubleshoots computer and communication problems, determine source and advise on appropriate action;
- Performs hardware and software installations;
- Assists with developing and deploying business solutions such as database management systems.
- Provides on the job training to new users for both computer and telephone systems;
- Monitors system performance and sets appropriate operating system/network parameters;
- Implements standards for system access and account privileges and resolves server, network operating systems and hardware problems;
- Ensures the PC, Server and Network Vendor Support are adequate and all computing equipment are adequately maintained and schedules preventative maintenance for hardware;
- Ensures that security procedures are implemented on server and workstations, data protection measures are up to date and effective; and back up procedures are implemented;
- Ensures that backup storage is available on-site and off-site; that recovery procedures are developed and tested occasionally and that the procedures are documented; and

- Gathers and documents user requirements, conducts analysis and designs solutions to meet the needs of the Agency.

#### **Knowledge Skills and Abilities:**

- Excellent oral communication skills
- Work in an environment that requires flexibility
- Ability to handle volatile situations tactfully
- Ability to work as a part of a team, effectively, resourcefully and with minimum supervision
- Ability to quickly assess situations and make appropriate judgments and decisions

#### **Qualifications, Training and Experiences:**

- 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;
- Minimum of three (3) years of relevant technical experience;
- People- oriented and highly business conscious.
- Excellent verbal and written communication skills.
- Ability to work under demanding conditions.
- Ability to learn and support new software applications.
- Any equivalent combination of knowledge, abilities, qualifications and experience.