



**MINISTRY OF EDUCATION & YOUTH**  
**CENTRAL MINISTRY**  
**JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	User and Support Officer x 3
<b>JOB GRADE:</b>	(MIS/IT4)
<b>POST NUMBER:</b>	
<b>DIVISION:</b>	Information and Communication Technology (ICT)
<b>MANAGES:</b>	N/A

**Job Purpose**

Under the General Supervision of the Manager User & Systems Support, the User Support officer will provide support to end users and help maintain the secure and stable operation of computer and network systems within the Central Ministry and the DSS Regional Offices of the Ministry of Education, Youth & Information by; undertaking the installation, optimization, troubleshooting, repair and maintenance of new and existing network hardware, software, and communication links.

**Key Outputs:**

- Routine systems management problems diagnosed, analyzed and resolved
- Routine systems housekeeping procedures performed
- Desktop, operating system, hardware, software and application problems identified and resolved
- Routine desktop and laptop preventative maintenance performed
- Application software installed
- Network and computer equipment/devices installed and tested
- Repairing and testing of computer and network equipment/devices completed
- User inquiries/help requests handled

- Work log maintained
- Annual Work Plan prepared

### **Key Responsibility Areas:**

#### **Technical / Professional Responsibilities**

- Diagnoses, analyses and resolves routine systems management related problems.
- Schedules and performs routine systems housekeeping procedures.
- Troubleshoots and resolves desktop, operating system, hardware, software and application problems, as necessary.
- Troubleshoots complex faults, under supervision.
- Performs routine desktop and laptop preventative maintenance
- Installs and tests computer and network equipment/devices, under supervision; and Installs application software as required
- Repairs computer and network equipment/devices then conducts tests to ensure that they are functioning correctly.
- Responds to user enquiries/help desk requests related to hardware, software and system security.
- Assists with the unloading and unpacking of new equipment, and the verification of deliveries to ensure receipt of all items ordered.
- Keeps abreast of trends and developments in information technology and makes recommendations where the Ministry may benefit from the implementation of such technology.

#### **Management/Administrative Responsibilities**

- Makes recommendations to the Manager User & Systems Support for improvements in the processes/functions within the Unit in order to enhance efficiency.
- Records all jobs undertaken in the appropriate log.

## **Other**

- Performs other related functions assigned from time to time by the Manager User & Systems Support.

## **Performance Standards:**

- Routine systems management problems are resolved in a timely manner
- Routine systems housekeeping procedures are completed in accordance with the set time and quality standards
- Desktop, operating system, hardware, software and application problems are identified and resolved in a timely manner
- Routine desktop and laptop preventative maintenance are performed as scheduled
- Installed application software, and computer and network devices function as they should
- Repairs to computer and network equipment/devices are completed in a timely manner and the equipment/devices are fully functional
- User inquiries/help requests are handled in a timely manner as per the established Service Level Agreement
- There is minimal revision of applied solutions to users' requests
- High customer service standards are maintained
- The work log is accurately maintained and completed by the set deadline

## **Internal and External Contacts (specify purpose of significant contacts):**

### **Contacts within the organisation required for the achievement of the position objectives**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
Ministry & Agency Staff	Providing user support services

### **Contacts external to the organisation required for the achievement of the position objectives**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
Suppliers	Receiving computer equipment
Vendors of Software and Hardware Products and Services	Resolving software and hardware issues

## **Required Competencies:**

## **Core**

- Excellent customer service skills
- Strong analytical and problem solving skills and good judgement exercised
- Strong interpersonal skills
- Good oral and written communication skills
- Ability to demonstrate a high level of professionalism and confidentiality
- Ability to work as part of a team
- Ability to manage multiple tasks simultaneously within tight deadlines
- Ability to troubleshoot common hardware and software problems.
- Attention to detail

## **Technical**

- Excellent knowledge of standards and procedures in the installation, repair and maintenance of hardware
- Excellent knowledge of DOS and Windows Operating Systems
- Excellent knowledge of Active Directory and Windows Server Operating Systems and Technologies
- Sound knowledge of computer hardware components
- Sound knowledge of Microsoft Security essentials
- In-depth knowledge of computer viruses and security
- Good knowledge of common PC applications, particularly Microsoft productivity suite, and issues related to scalability and management with an enterprise-wide focus
- Up to date knowledge of current technological trends

## **Minimum Required Education and Experience**

- Degree in Information Technology or Computer Science or equivalent qualifications
- Professional certification in relevant information technology areas from a recognized institution
- Three (3) years' experience in the Information Technology Field

**Authority To:**

- recommend information system security policies and procedures , or changes to them

**Specific Conditions Associated with the Job**

- Normal office environment
- May be required to work beyond normal working hours and on weekends and holidays from time to time
- Required to travel to Regional Offices, Agencies and emerging entities within the education sector island wide
- Required to possess a valid Driver's Licence and a reliable motor vehicle