



Ministry of
Education & Youth

ICO 24 - 44

CAREER OPPORTUNITIES

JOB TITLE : **INFORMATION TECHNOLOGY OFFICER (MIS/IT 4) - VACANT - ICT DIVISION**
PORT ANTONIO REGIONAL OFFICE, BROWN'S TOWN REGIONAL OFFICE, MONTEGO BAY REGIONAL OFFICE AND MANDEVILLE REGIONAL OFFICE

JOB PURPOSE

Under the general supervision of the Manager User & Systems Support, the Information Technology Officer is responsible for installing, maintaining and supporting computer communication networks within the Regions and across the Division of Schools Services to ensure maximum performance of the networks.

REQUIRED EDUCATION AND EXPERIENCE

- First Degree in Computer Science, Data Communication or equivalent;
- Three (3) years experience in Technical Infrastructure Maintenance, with at least one year experience in complex network infrastructure design and implementation using networks, servers, operating systems, databases and network management tools.

REMUNERATION PACKAGE:

Salary Scale: Pay Band 8: \$3,501,526.00 - \$4,709,163.00 per annum - Band 7





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

JOB TITLE:	Information Technology Officer
JOB GRADE:	(MIS/IT 4)
POST NUMBER:	
DIVISION:	Information and Communication Technology (ICT)
SECTION/UNIT:	Technical Infrastructure & User Support/User Support Systems
REPORTS TO:	Manager, User & Systems Support
MANAGES:	N/A

Job Purpose:

Under the general supervision of the Manager User & Systems Support, the Information Technology Officer is responsible for installing, maintaining and supporting computer communication networks within the Regions and across the Division of Schools Services to ensure maximum performance of the networks.

Key Outputs:

- Annual work plan prepared
- Security measures to safeguard access to the Regions and the Division of Schools Services(DSS) client's files and data installed and configured;
- Domain controllers, switches, routers, VPN, SANS Installed and maintained
- The Regions and DSS mission critical data backed up and archived
- Complex troubleshooting, backup, archiving, and disaster recovery measures performed.
- The Data Centre and Communications Systems installed and maintained.
- IP Telephony System installed and maintained

Key Responsibility Areas:

Technical / Professional Responsibilities

- Installs and maintains domain servers, switches, routers, firewalls, SANs, IP telephony, load balancers and network systems hardware and software to ensure the integrity of the data/files ,as well as providing ongoing technical support;
- Undertakes installation , maintenance and technical support in all aspects of data communications, including terminals, local area networks, wide area network, IP telephony, communications with remote installations, modem communications, databases and network security;
- Provides a high level of technical expertise, and a technical understanding of the software and production systems installed in the production and test environments;
- Monitors and identifies trends in network, processor, storage media and database utilization and assists in the design and implementation of solutions to improve performance;
- Performs requisite daily, weekly, monthly, quarterly and annual operational procedures and tasks involving: planning, designing and implementing security measures which safeguard access to terminal files in the Regions and across the DSS
- Manages email, anti-spam and virus protection software ensuring the safety of the network;
- Monitors network usage;
- Ensures the most cost-effective and efficient use of servers;
- Troubleshoots and resolves faults, ranging from a major system crash to a forgotten password;
- Undertakes routine preventative measures and implements, maintains and monitors network security, particularly if the network connects to the internet;
- Provides training and technical support for users with varying levels of IT knowledge and competence;
- Monitors the use of the web by employees to ensure networks are not compromised.
- Performs backup and security administrations in accordance with the approved strategies and operational plans
- Manages the collaboration with the Ministry's Portfolio entities to ensure that IT strategies and procedures are aligned
- **Other**
- Undertakes other related responsibilities as assigned

Performance Standards

- Tasks satisfactorily completed as per targets in the Work and Operational Plans
- The Data Centre and Technical Support Section are operating at optimal level of efficiency.
- The Telecommunications Closets are operating efficiently
- High level of satisfaction experienced by customers.
- Effective customer service and guidance provided for all customers
- Satisfactory collaboration maintained with the Ministry's entities resulting in efficient linkages of all stakeholders systems.

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

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

Contact (Title)	Purpose of Communication
Computer Users across the Regions & DSS	Providing assistance with IT issues /Information

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

Contact (Title)	Purpose of Communication
Information Technology Professionals	Obtaining information/assistance to resolve IT issues
ICT Hardware/Software and Service Providers	Obtaining information/assistance to resolve IT issues
e-Gov Agency	Collaboration on ICT matters

Required Competencies

Technical

- Sound knowledge of IT systems, equipment and capabilities.
- Sound knowledge of Enterprise Resource Planning Systems, Schools Management Systems and Financial Management Systems
- Sound knowledge of Servers, Switches, Router, IP Telephony, Load Balancers configuration and implementation.
- Sound knowledge of the information systems environment and current trends.
- Sound knowledge of database management.

- Sound knowledge of enterprise networking and data communications
- Knowledge of the Ministry's policies, rules and regulations.
- Knowledge of management principles and practices.
- Knowledge of Project Management.
- Attention to details

Core

- Excellent human relations and interpersonal skills.
- Ability to communicate effectively, both in written and verbal formats.
- Ability to troubleshoot and solve complex network and system problems.
- Ability to exercise sound judgment in evaluating situations and making decisions.
- Required to exhibit strong commitment to customer service.

Minimum Required Qualification and Experience.

- First Degree in Computer Science, Data Communication or equivalent
- Three (3) years experience in Technical Infrastructure Maintenance, with at least one year experience in complex network infrastructure design and implementation using networks, servers, operating systems, databases and network management tools.

Authority To:

- Access highly confidential information
- Access to networks and database
- Apply the organization IT policy as required.

Special Conditions

- Required to work beyond normal working hours at times to meet deadlines
- Required to travel island wide
- Required to possess a valid Drivers' License and a reliable motor vehicle
- Exposure to some disagreeable working conditions eg. cold temperatures