

POSITION DESCRIPTION

Job Title	:	INFORMATION SYSTEMS SUPPORT SPECIALIST
Unit	:	Information and Communications Technology (ICT)
Division	:	General Administration
Reporting to	:	Manager, Networks and Infrastructure
Supervising	:	ICT Technical Officer (5), Communications Technician (8)
Job Summary	:	The incumbent is required to provide maintenance and support services for the Emergency Call Centre, General Administration Division's Wide Area Trunking and Broadband Networks. Duties include: ensuring the security of the application data; supporting and maintaining the software applications; assisting with the enhancement of these software applications; providing training to key stakeholders on these systems; and supervising Technical and Support Staff as required. Depending on work assignment, the incumbent will be required to perform these duties for one of the following categories of software application solutions: a) the business information systems of the General Administration Division such as finance, payroll and human resource management; b) the Ministry-specific information systems; c) any defined combination of business and Ministry-specific information systems.

Duties and Responsibilities :

- Maintains the specified security controls required by policy to maintain confidentiality, integrity and availability of the General Administration Division's information systems; and investigates and remedies related security incidents according to defined procedures.
- Maintains knowledge of specific technical specialism (Emergency Call Centre applications, Wide Area Trunking and Wireless Broadband) in the software operations, maintenance and support area; and utilises this knowledge in performing job duties.
- Assists with the support and maintenance of information systems, including the identification and mitigation of

project risk, and the monitoring of costs, timescale and resources utilized.

- Investigates operational support requirements and problems, and identifies opportunities for improvements in the Ministry-specific business functions and processes; and assists users in defining acceptance tests.
- Elicits requirements from management and stakeholders of the General Administration Division and confirms alignment with defined business objectives; and specifies, documents and prioritizes these requirements in consultation with key stakeholders, in accordance with defined standards and practices.
- Delivers learning activities, such as training, on the information systems of the General Administration Division to a variety of audiences.
- Assists with the development of software tests, and with the execution of the system and acceptance testing of modified or enhanced information systems, particularly for those areas of technical specialization.
- Assesses, analyses, develops, documents and implements changes based on requests for change the information systems of the General Administration Division, using defined change control procedures.
- Assesses, analyses and implements software releases, including stakeholder coordination and release process maintenance, particularly for areas of technical specialization.
- Maintains software application support processes, and ensures that all support requests are dealt with according to agreed procedures.
- Respond On-call 24/7 and delegate technicians depending on the nature of emergencies.
- Investigates problems with the application software; and assists with the implementation of agreed solutions and preventative measures.
- Supervises technical and support staff engaged in performing duties related to particular specialization.
- Performs other related duties as assigned.

Knowledge:

- Knowledge of software maintenance and enhancement processes and procedures.
- Knowledge of project management tools and techniques.
- Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organization.
- Some knowledge of relevant Public Service rules and regulations, instructions and procedures.

Skills & Abilities:

- Ability to supervise technical and support staff.
- Ability to think creatively and to enhance and maintain application software solutions.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork.
- 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' experience performing at a technical level, including at least eighteen (18) months' experience in the maintenance, support and enhancement of software applications.
- Training as evidenced by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.