

POSITION DESCRIPTION

Job Title	:	INFORMATION SYSTEMS SPECIALIST
Unit	:	Information and Communications Technology (ICT)
Division	:	General Administration
Reporting to	:	Manager, Networks and Infrastructure
Supervising	:	N/A
Job Summary	:	The incumbent is required to provide to provide technical services for selected software application systems of the General Administration Division. Duties include: analysis of operational data to meet the information needs of stakeholders; assisting with the selection, design, programming and testing of software applications; supporting the enhancement of software applications; providing training to key stakeholders on specified information systems; and supervision of 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 :

- Applies and maintains specified security controls as required by policy to maintain confidentiality, integrity and availability of the General Administration Division's software applications; and investigates and remedies related security incidents according to defined procedures.
- Applies appropriate analytical techniques to application data to support the reporting and operational information needs of the General Administration Division's users and other stakeholders.
- Maintains knowledge of specific technical specialism in software application selection and development, and relevant

operational software products; and utilises this knowledge in performing job duties.

- Assists with project managing the selection, development and implementation of information systems, including the identification and mitigation of project risk, and the monitoring of costs, timescale, and resources utilised.
- Investigates operational requirements and problems, and identifies opportunities for improvements in the business functions and processes of the General Administration Division; and assists users in defining associated acceptance tests to confirm that requirements are met.
- Elicits requirements from users, management and stakeholders of the General Administration Division and confirms alignment with defined business objectives; and specifies documents and prioritises these requirements in consultation with key stakeholders, in accordance with defined standards and practices.
- Delivers learning activities, such as training and presentations, on the software applications of the General Administration Division to a variety of users and audiences.
- Assists with the design of the information systems of the General Administration Division, and documents the required outputs of the software using defined standards, methods and tools.
- Assists with the development of software tests, and with the execution of the system and acceptance testing of new or amended information systems, particularly for those areas of technical specialisation.
- Develops, documents and implements changes to the Ministry-specific operational systems based on requests for change, using defined change control procedures.
- Assists with the implementation of application software releases, including stakeholder coordination and activity documentation, especially for areas of technical specialisation.
- Identifies and resolves issues with software applications using agreed processes and procedures, and supports agreed or scheduled software maintenance tasks.
- Investigates problems with 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 specialisation.
- Performs other related duties as assigned.

Knowledge:

- Knowledge of software development tools, processes and techniques.
- 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 organisation.
- 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 implement software application solutions.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork.
- Ability to establish and maintain effective working relationships with colleagues and internal stakeholders.
- 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 design and development of application software.
- 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.