

## **JOB DESCRIPTION**

**Job Title** : Communications Technician

**Unit** : Information and Communications Technology Unit

**Division** : General Administration

**Reporting to** : Information Systems Support Specialist  
(formerly Senior Systems Technician)

**Supervising** : NIL

**Role** : The incumbent is responsible for ensuring that all systems And equipment of the Ministry of Homeland Security/Information and Communications Technology Unit are functional through providing preventative measures as well as troubleshooting and repairing systems and equipment.

### **Duties and Responsibilities :**

- Ensures that all systems and equipment of the Ministry of Homeland Security (MHS)/Information and Communications Technology (ICT) Unit are functional on a 24/7 basis to problems/breakdowns when experienced.
- Troubleshoots and repairs all MHS/ICT Unit systems and equipment and liaises with suppliers or other specialized technicians to repair same when necessary.
- Provides preventative maintenance on all MHS/ICT Unit systems and equipment.
- Coordinates resolution for system problems with all internal and external users of the Communication System.
- Generates timely reports/statistics and responds to adhoc queries on historical/archived files.
- Ensures that all Communication Sites of the MHS are properly maintained by scheduling and supervising contractors in maintenance and repairs.

- Assesses various user sites to determine their respective needs for the implementation and/or addition of communications equipment and services.
- Installs and maintains wireless and fixed Communication Systems to support and assist all divisions of the MHS.
- Installs, programmes, tests and commissions and maintain wireless broadband, mobile, handheld and base station radios to support all divisions of the Ministry of Homeland Security and external agencies in its communication projects.
- Trains users in the use of any newly installed communication systems.
- Researches and assesses new software, hardware and communication equipment to upgrade and ensure optimal reliability of the Ministry's communication network.
- Performs any other duties as necessary relating to the overall operations of the MHS/ICT Unit.

**Knowledge, Skills  
and Abilities :**

- Strong problem solving and analytical skills with extensive communications hardware and software troubleshooting expertise.
- Ability to effectively communicate both orally and in writing.
- Ability to use established electrical, digital, and/or mechanical principals to perform appropriate tests which identify and solve problems encountered on the job.
- Ability to efficiently and accurately work with multiple types of information and/or perform multiple tasks simultaneously.
- Excellent time management skills.
- Ability to work well under many occupational pressures as well as work independently in the field with little supervision.

- Ability to lift objects (max. of 75 pounds), operate light power tools (e.g. drill, saw, etc) and to work at reasonable heights (on ladder, low ceiling, low roof etc).
- Ability to train users in the usage of various communication devices.

**Experience  
Qualifications and  
Training** :

- Five (5) CXC subjects including English Language and Mathematics at General Proficiency Levels I or II (III obtained after 1998).
- Diploma in Information Technology or Electrical and Electronic Engineering from a recognized Technical Institute or evidence of training in basic electronics as it relates to telecommunications including basic principles, theories and application of electricity.
- Minimum of three (3) years measurable working experience in a Telecommunications technology based environment.
- CCNA (CISCO Certified Network Associate) certification.
- Valid driver's permit with a minimum of three (3) years driving manual transmission vehicles.
- Basic OSHA Certification and First Aid.

**Special  
Requirement** :

Medical Certificate of good health/drug free.  
Police Certificate of good character.

