



**MINISTRY OF TOURISM
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	System Support Officer
JOB GRADE:	MIS/IT4
POST NUMBER:	72705
DIVISION:	Corporate Services
BRANCH:	Information Communication Technology
REPORTS TO:	Manager, Information Communication Technology
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

1. STRATEGIC OBJECTIVES OF THE ENTITY/DEPT/DIVISION *(in which the position is located):*

TBD

2. JOB PURPOSE

Under the supervision of the Manager, Information, Communication and Technology, the System Support Officer supports the day-to-day operations of the Ministry. This includes monitoring, maintaining and ensuring optimum availability of the Ministry's IT infrastructure, data security and network services to facilitate technical efficiency and uninterrupted user productivity.

3. KEY OUTPUTS

- Information technology system installed and maintained
- Data backup and disaster recovery operations activated
- Computer installed and configured
- New users activated
- Entries of all request with faults, details and documentations logged and solutions developed
- Computer related problems solved
- Software installed
- Periodic reports prepared
- Advice and technical support provided

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Keeps abreast of trends and developments in ICT and recommends adoption/application where appropriate to increase the efficiency and productivity of the Unit/Ministry;
- Assists in devising measures (e.g.) backup, system redundancy, anti-virus prevention, systems and data recovery strategy) which will minimize exposure to potential threats and reduce recovery time;
- Performs installation and configuration of computers, communication and network devices and audio visual equipment;
- Diagnoses hardware and software problems and makes recommendation for upgrading or replacing defective components;
- Installs and maintains database applications on work stations needing access to database servers and secures them appropriately;
- Manages user accounts: sets up new users; updates and unlocks users' accounts as per request;
- Actions/responds request for assistance from clients/users within agreed timeframe;
- Monitors backs-up and ensures policies are effectively applied to all users;
- Contributes to and maintains systems standards;
- Participates in the setting up of audio-visual equipment for meetings, training programmes, interviews, functions etc;
- Provides advice and technical support to system users in problem resolutions relating to hardware, software and communication issues;
- Assists in the implementation of network security measures in order to protect data,

applications and hardware and responds rapidly to newly identified security threats or vulnerabilities;

- Assists in configuring and testing computer hardware, VOIP devices, networking software, operating system software and user applications;
- Assists in the implementation of mechanisms to ensure physical system security, access control and protection of vital equipment against power fluctuation, viruses, etc.;
- Perform any other relating ICT services that may be required from time to time

Management/Administrative Responsibilities

- Participates in the development and implementation of programmes for the ICT Unit's work plan and budget;
- Supports and participates in the development of training programmes for staff, the use of new equipment and productivity tools;
- Maintains a ticketing system of ICT complaints and subsequent solutions effected
- Prepares and submits reports and other documents as required;
- Represents the Ministry/Division/Unit at meetings, conferences and other fora as required

5. PERFORMANCE STANDARDS

- Information Technology operating procedures and standards are documented and current.
- An efficient maintenance and security programme is in place, minimizing risk to equipment and data and reduces downtime and disruption of work.
- Established deadlines, targets and quality standards are consistently met.
- File back-up done daily;
- Responds to clients/users assistance within agreed timeframe;
- Assistance/advice and technical support are in-keeping with systems policies and procedures and the legislative framework, supports government's strategic objectives and provided within agreed timeframe;
- Customers satisfied with the level of service provided;
- Good Coordination and effective working relations exist with co-workers;
- Confidentiality and integrity are exercised;
- High ethical standards are maintained in the conduct of professional and personal business;
- Harmonious relations are maintained with staff members and external contacts.

6. AUTHORITY

- As delegated.

7. REQUIRED COMPETENCIES

Core

- Good oral and written communication skills

- Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities
- Excellent customer and quality focus
- Good interpersonal skills
- Teamwork and cooperation
- Proven ability to be flexible in a fast paced and on-call environment and work effectively and efficiently both independently and in a team environment.

Technical

- Strong knowledge of server and desktop operating systems
- Strong knowledge of IT security including IPS, firewall, antivirus, routers, switches
- Sound knowledge of modern and relevant computer applications and systems
- Sound knowledge of client/server network protocols and internet/intranet applications
- Strong analytical and problem solving skills
- Proficient in the use of Microsoft Office suite including Office 365

8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate Degree in Computer Studies or related field from an accredited tertiary institution.
- At least three (3) years working experience in IT field.
- Certification in CompTIA A+, Network +, Security+
- Experience with Active Directory, networking and user support, would be a distinct asset.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical office environment.
- Travelling is required
- There can be high pressure when deadlines are to be met.
- Extended working hours are expected as well as working on weekends and public holidays