



Government of the Republic of Trinidad and Tobago

## **MINISTRY OF FINANCE**

### **EMPLOYMENT OPPORTUNITIES**

Applications are invited from suitably qualified persons for employment, on contract, for a period of two (2) years in the following position in the Information Technology (I.T.) Unit of the Ministry of Finance.

### **SYSTEM SUPPORT TECHNICIAN**

#### **Job Description:**

The System Support Technician, responsibilities would include providing telephone support to end-user community on hardware, software, telephone and network related problems, questions and use, providing first level problem resolution on the telephone with users, walking the user through a series of steps to determine problem and classify level, priority and nature of problem, and diagnosing and resolving difficult problems in the area of hardware, software applications, and operating systems.

#### **Organizational Relationship:**

Reports directly to Manager, Computer Operations. Instructions and work assignments are received either orally or in writing. Required to interface with senior officers from both the Ministry of Finance and from other Public Service entities.

#### **Key Duties and Responsibilities:**

1. Provides support for the management and upgrading of software systems including operating and application systems, Internet resources, Local Area Networks with Windows 2003/2008 Server as well as tape back-up systems and networked databases;
2. Maintains, troubleshoots and upgrades computer related hardware including individual desktop and laptop computers (Windows XP/7); printers and scanners; servers; switches, routers etc;
3. Monitors, tests and troubleshoots hardware and software problems pertaining to the Local Area Network and PC desktop/laptop environment;
4. Install and perform basic repairs to hardware/peripheral components, configures desktop and laptop computers and ensures correct system operation and performance;

5. Perform helpdesk activities by maintaining a record of all incidents and resolution of problems associated with each incident using appropriate helpdesk software;
6. Perform first level support by offering technical assistance to end users to resolve problems and performing escalation to senior personnel, if necessary;
7. Maintains and updates the Ministry's computer inventory;
8. Provides user training on computer based tools, in-house developed software and other general PC training.
9. Related duties as required;

**Qualifications:**

- BSc. Computer Science, Information Technology or related field. Consideration may be given to persons who are within their final year of completion of a BSC. Degree from an accredited University.
- A+ Certification or N+ Certification or some other related area of professional certification.

**Required Training and Skills**

- At least one (1) year working experience in trouble shooting and installing software applications, hardware or LAN network problems;
- Thorough understanding of PC hardware/software, Microsoft Operating Systems and Microsoft Office;
- Excellent organizational skills;
- Ability to clearly communicate technical information, both verbally and written;
- Knowledge of commonly used concepts, practices and procedures within the IT field;
- Excellent interpersonal, communication and writing skills;

The ideal candidate should also exhibit the following characteristics and knowledge:

- Must possess the capacity to follow through on projects in a self-directed manner, to juggle multiple priorities and to produce results in a timely fashion;
- A helpful, positive, co-operative style of working in a team;

Applications should be submitted:

**Director, Human Resources**

Ministry of Finance

Eric Williams Finance Building

Level 7

Independence Square

Port of Spain

Closing date for submission of applications is **Friday 6<sup>th</sup> May, 2011**

**TERMS AND CONDITIONS OF EMPLOYMENT**

**Please Note:** Salary and other terms and conditions applicable to this contract position will be negotiated with the **Chief Personnel Officer, Personnel Department.**

We thank all applicants for their interest but only suitable applicants would be acknowledged.

Ministry of Finance Website: [www.finance.gov.tt](http://www.finance.gov.tt)