Ministry of Finance and the Economy

Notice of Vacancy

Applications are invited from suitably qualified persons for employment, on contract, for a period of three (3) years in the following positions in the Information Technology Unit, Ministry of Finance and the Economy.

NETWORK SPECIALIST
(1 Position)

JOB SUMMARY

The incumbent is required to provide technical services in the management, operations and maintenance of the computer network hardware and software, intranet, internet, portal, communications, LANs, WANs and related connectivity infrastructure of the Ministry/Department. Duties include: operating and maintaining network and connectivity components; monitoring network security; resolving network problems and service incidents; and supervision of Technical and Support Staff as required.

KEY RESPONSIBILITIES

- Applies and maintains specific security controls to the network and connectivity infrastructure, as defined by the Ministry/Department's policy and standards, to enhance resilience to unauthorised access.
- Maintains knowledge of specific technical specialisms in the areas of networking and connectivity, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Assists with the project management of defined networking and connectivity projects, including identifying and mitigating project risk, ensuring quality in project delivery, and managing assigned resources.
- Delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and for assigned projects.
- Installs, tests, corrects, commissions/decommissions networking and connectivity infrastructure in accordance with defined procedures and instructions, and maintains accurate service and support records.
- Monitors service level delivery metrics and liaises with supervisors to ensure that service level agreements for the networks and related infrastructure are not breached.
- Investigates minor security breaches with networks and connectivity infrastructure in accordance with established procedures, takes necessary corrective action, and maintains relevant security records and documentation.
- Carries out agreed operational procedures, and maintenance and installation work, on the network and connectivity infrastructure of the Ministry/Department.
- Identifies and resolves network problems following agreed procedures and assist with monitoring and reporting on performance using network management software and tools.
- Assists with the investigation and resolution of problems with networking infrastructure and services, and assists with the implementation of preventative measures to address future issues.
- Receives and handles service desk and incident management requests for network and connectivity infrastructure support following agreed procedures, and maintains relevant records.
- Supervises technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of defined components of networking and communications infrastructure.
- 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.
- Ability to supervise technical and support staff.
- Ability to think creatively and to implement IT connectivity solutions.
- Ability to manage networking and communications projects.
- 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 operations and maintenance of network, messaging and communications infrastructure.
- 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.

INFORMATION SYSTEMS SUPPORT SPECIALIST
(2 Positions)

JOB SUMMARY

The incumbent is required to provide maintenance and support services for selected information systems software of the Ministry/Department. 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 Ministry/Department such as finance, payroll and human resource management; b) the Ministry/Department-specific information systems) any defined combination of business and Ministry/Department-specific information systems.

KEY RESPONSIBILITIES

- Maintains the specified security controls required by policy to maintain confidentiality, integrity and availability of the Ministry/Department's information systems; and investigates and remedies related security incidents according to defined procedures.

- Maintains knowledge of specific technical specialism 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 utilised.
- Investigates operational support requirements and problems, and identifies opportunities for improvements in the Ministry/Department-specific business functions and processes; and assists users in defining acceptance tests.
- Elicits requirements from management and stakeholders of the Ministry/Department 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, on the information systems of the Ministry/Department 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 specialisation.
- Assesses, analyses, develops, documents and implements changes based on requests for change the information systems of the Ministry/Department, using defined change control procedures.
- Assesses, analyses and implements software releases, including stakeholder coordination and release process maintenance, particularly for areas of technical specialisation.
- Maintains software application support processes, and ensures that all support requests are dealt with according to agreed procedures.
- 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 specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- 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 organisation.
- Some knowledge of relevant Public Service rules and regulations, instructions and procedures.
- 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.

INFORMATION TECHNOLOGY ANALYST/ PROGRAMMER
(1 Position)

JOB SUMMARY

The incumbent is required to provide general business analysis and programming support services to the Ministry/Department. Duties include: analysis of the required data to meet the information needs of stakeholders; assisting with the analysis and design of all software applications; providing programming support for the development of software applications; supporting the maintenance of all software applications; and supervision of Technical and Support Staff as required.

KEY RESPONSIBILITIES

- Applies appropriate analytical techniques to electronic data to support the reporting and operational information needs of the Ministry/Department's users.
- Supports the development and implementation of the Ministry/Department's software applications, in particular the analysis and development process and the monitoring of costs, timescale, and resources utilised.
- Investigates operational requirements and problems, and identifies opportunities for improvements in the functions and processes of the Ministry/Department; and assists users in defining acceptance tests.
- Obtains requirements from key stakeholders of the Ministry/Department, and confirms alignment with defined business objectives; and documents and prioritises these requirements in accordance with defined standards and practices.
- Provides general assistance with the design of information systems of the Ministry/Department, and documents all outputs using defined standards, methods and tools.
- Provides general assistance with the development, programming, testing, and correction of the software applications of the Ministry/Department using agreed standards and tools.
- Reviews requirements and specification; develops software tests, including test cases and test scripts; and assists with the execution of the complete testing of new or amended information systems, for all areas of the Ministry/Department.
- Assists with the implementation of software releases, including stakeholder coordination and activity documentation, for all application software.
- Identifies and resolves issues with software applications, utilising agreed procedures and carries out agreed applications maintenance tasks.
- Supervises technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of software development and maintenance processes.
- 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.
- Ability to supervise technical and support staff.
- Ability to think creatively and to develop and maintain software applications.
- 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 analysis, programming, development and maintenance 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.

SUBMISSIONS OF APPLICATIONS

Applications including curriculum vitae are to be submitted by **September 30, 2014** to:

(Attention: Director, Human Resources)
The Permanent Secretary
Ministry of Finance and the Economy
Level 7
Eric Williams Finance Building
Independence Square South
Port of Spain

Terms and Conditions will be negotiated with the Chief Personnel Officer.

UNSUITABLE APPLICANTS WILL NOT BE ACKNOWLEDGED.