PARLIAMENT
Republic of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SECURITY SPECIALIST

JOB SUMMARY:

The incumbent is required to provide specialized technical services in the administration and maintenance of the security of all ICT infrastructure of the Parliament. Duties include: providing specialist ICT security advice to the Parliament; developing ICT policy and procedures; monitoring and enabling secure operations for all technology infrastructure of the Parliament; assisting with security implementations; performing IT security audits and reviews; and supervising other ICT technical and support staff.

REPORTS TO:	Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Conducts security risk and vulnerability assessments for all business and operational software applications, and all IT installations within the Parliament and recommends appropriate security strategies and controls; and investigates suspected attacks, and manages security incidents.
- Maintains knowledge of technical specialisms including intrusion detection and protection, security management, vulnerability assessment, and identity management; and provides detailed advice regarding their application to management and to technical specialists.
- Provides inputs to the service continuity planning process of the Parliament and assists with the implementation of the resulting plans.
- Investigates security breaches in accordance with established procedures and recommends the required corrective actions; and assist users with the management of their security access and controls, implements agreed user security, and maintains security records and documentation.
- Plans and executes programmes to review the IT security activities, processes and services within the IT function to ensure compliance with established security policy and procedures, reports on conformance, and makes recommendations for fixes and improvements.
- Supervises technical staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	- Considerable knowledge of security for software applications, computer networks and IT 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
SKILLS AND ABILITIES:	▪ Ability to supervise technical and support staff ▪ Ability to think creatively and to analyse IT security problems and incidents ▪ 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 two (2) years' experience in securing ICT systems

▪ 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

▪ Certification in information technology security management, such as the Certified Information Systems Security Professional (CISSP)

▪ Training in relevant IT security products and services

PARLIAMENT
Republic of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER

JOB SUMMARY:

The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Parliament under the guidance and direction of supervisors. Duties include: installation and support of personal computers and related software; monitoring of the operations of the Parliament's IT and networking infrastructure; assisting with the installation of computer room and networking infrastructure; and responding to and addressing IT incident reports and requests for help.

REPORTS TO:	ICT Director, Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	N/A

DUTIES AND RESPONSIBILITIES:

- Recognises when an IT system/network/personal computer has undergone a security attack or when a breach of security has occurred, and takes immediate action to limit damage in accordance with the Parliament's security policy; and applies defined security controls to personal computers and related components.
- Installs or removes hardware and/or software, using defined installation instructions and tools; tests and corrects malfunctions, and documents results in accordance with procedure; provides assistance to users in a professional manner following agreed procedures; and updates related maintenance and configuration records.
- Monitors and logs the actual ICT services provided to users, compared to that required by service level agreements, and liaises with supervisors in the resolution of any breaches.
- Assists professional staff with the release and deployment of changes and updates to the live IT environment by administering the recording of activities and results; and by assisting with early support activities such as providing support advice to initial users.
- Investigates minor security breaches with the IT infrastructure in accordance with established procedures, takes defined corrective action, and updates relevant security records and documentation.
- Carries out agreed operational procedures of a routine nature; and contributes to maintenance, installation and problem resolution for the IT and networking infrastructure of the Parliament.
- Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.
- Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	▪ Knowledge of defined components of IT and networking infrastructure ▪ 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 project management tools and techniques ▪ Some knowledge of relevant Public Service rules and regulations, instructions and procedures
SKILLS AND ABILITIES:	▪ Ability to recognise and correct IT security breaches ▪ Ability to install/remove hardware and software ▪ Ability to communicate effectively both orally and in writing ▪ Ability to operate as part of a team ▪ 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' relevant technical experience

▪ Training as evidenced by the possession of a recognized Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION SYSTEMS SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services for selected software application systems of the Parliament. 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 Parliament such as finance, payroll and human resource management; b) the Parliament-specific information systems; c) any defined combination of business and Parliament-specific information systems.

REPORTS TO:	ICT Director, Manager, Solutions Development and Implementation or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies and maintains specified security controls as required by policy to maintain confidentiality, integrity and availability of the Parliament'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 Parliament'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 Parliament; and assists users in defining associated acceptance tests to confirm that requirements are met.
- Elicits requirements from users, management and stakeholders of the Parliament 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 Parliament to a variety of users and audiences.
- Assists with the design of the information systems of the Parliament, 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 Parliament-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, particularly 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, SKILLS AND ABILITIES

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 AND 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

PARLIAMENT
Republic of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION SYSTEMS SUPPORT SPECIALIST

JOB SUMMARY:

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

REPORTS TO:	ICT Director, Manager, Service Delivery and Support or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Maintains the specified security controls required by policy to maintain confidentiality, integrity and availability of the Parliament'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 Parliament-specific business functions and processes; and assists users in defining acceptance tests.
- Elicits requirements from management and stakeholders of the Parliament 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 Parliament 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 Parliament, 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:	- 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
SKILLS AND ABILITIES:	- 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

PARLIAMENT
Republic of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION TECHNOLOGY (IT) ANALYST/PROGRAMMER

JOB SUMMARY:

The incumbent is required provides general business analysis and programming support services to the Parliament. 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.

REPORTS TO:	ICT Director, Manager, Solutions Development and Implementation, Manager, Service Delivery and Support or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies appropriate analytical techniques to electronic data to support the reporting and operational information needs of the Parliament's users.
- Supports the development and implementation of the Parliament'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 Parliament; and assists users in defining acceptance tests.
- Obtains requirements from key stakeholders of the Parliament, 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 Parliament, 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 Parliament 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 Parliament.
- 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:	- 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
SKILLS AND ABILITIES:	- 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

PARLIAMENT
Republic of Trinidad and Tobago

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE SPECIALIST

JOB SUMMARY:

The incumbent is required to provide technical services in the management, operations and maintenance of the computer centre hardware, software, systems and related infrastructure of a large Ministry/Department. Duties include: provision of assistance with the operations and support of computer room hardware, operating system software and related support applications; support for email, domain management, and related systems; provision of support and maintenance for PCs, laptops and related equipment; and supervision of other ICT technical and support staff.

REPORTS TO:	ICT Director, Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies and maintains specific security controls to the IT infrastructure, as defined by the Parliament's policy and standards, to enhance resilience to unauthorised access.
- Maintains knowledge of specific technical specialisms in the area of IT infrastructure, provides advice regarding their application, and utilises this knowledge in performing job duties.
- Assists with the project management of defined IT infrastructure 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 IT 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 IT infrastructure are not breached.
- Utilises systems management software and tools to collect performance statistics and to carry out agreed system software maintenance tasks.
- Investigates minor security breaches with the IT 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 IT infrastructure of the Parliament.
- Assists with the performance of regular backups and restores, and tracks offsite storage, as per agreed operational procedures.
- Assists with the investigation and resolution of problems with IT 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 IT 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:	- Knowledge of defined components of IT 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
SKILLS AND ABILITIES:	- Ability to supervise technical and support staff - Ability to think creatively and to implement technology solutions - Ability to manage IT infrastructure 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 operation and maintenance of ICT systems

- 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

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: NETWORK SPECIALIST	
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 Parliament. 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.	
REPORTS TO:	ICT Director, Manager, Networks and Infrastructure or designate
SUPERVISION GIVEN TO:	Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Applies and maintains specific security controls to the network and connectivity infrastructure, as defined by the Parliament'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 Parliament.
- 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:	- 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
SKILLS AND ABILITIES:	- 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 operation 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

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: SENIOR INFORMATION SYSTEMS SPECIALIST

JOB SUMMARY:

The incumbent is required to perform specialized technical design, development, testing and implementation duties for specified information systems software of the Parliament. Duties include: identification of the information needs of the Parliament; facilitation of the requirements development process; selection and configuration or design and development of software and related solutions to meet these needs; testing and commissioning of the software solutions; and supervision of other ICT professionals. 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 Parliament such as finance, payroll and human resource management; b) the Parliament-specific information systems; c) any defined combination of business and Parliament-specific information systems.

REPORTS TO:	ICT Director or Manager, Solutions Development and Implementation
SUPERVISION GIVEN TO:	Professional, Technical and Support Staff as required

DUTIES AND RESPONSIBILITIES:

- Enables compliance with Parliament's policies and procedures, and established best practices around the use of information; and identifies the risks involved in the use of such information.
- Conducts security risk and vulnerability assessments for the Parliament's application software; applies the required physical, procedural and technical controls to ensure confidentiality, integrity and availability; and investigates and remedies related security incidents.
- Validates and analyses data and information from internal and external sources, and applies appropriate analytical techniques to meet the reporting needs of the Parliament and its information users.
- Maintains an in-depth knowledge of the design, development, operations and management of information systems and products; provides expert advice regarding their selection and application, and supervises other technical specialists.
- Analyses business processes and identifies alternative approaches to performing business activities, such as automation; assesses feasibility of these approaches, and identifies the required changes to the Parliament's business processes.
- Develops business models, plans, and requirements to meet the needs of the Parliament; and specifies business processes which drive improvements in the information systems and related data management within the Parliament.
- Investigates and reports on hazards and potential risk events arising from the use of the information systems of the Parliament.
- Maintains an awareness of the opportunities provided by new information systems technology, tools and techniques and advises on their relevance, applicability and potential value to the Parliament.
- Provides inputs to the service continuity planning process for the Parliament's information systems and implements the resulting plans.

- Manages the Parliament's information systems development and implementation or selection and configuration projects, including the identification and mitigation of project risk, ensuring quality in delivery and effective utilisation of resources.
- Investigates analyses and specifies the requirements for improving the business processes and systems of the Parliament, including the preparation of feasibility studies and business cases.
- Guides the scoping, analysis and prioritisation of change initiatives and the definition of the related business requirements to enable the development or selection of the required software solutions of the Parliament.
- Prepares, customises and delivers learning activities including training and sensitisation, on the information systems of the Parliament to a variety of users and stakeholders.
- Contributes to the design of information systems of the Parliament, consistent with defined standards and best practices, and within the constraints of cost, security and efficiency.
- Designs, develops, tests, corrects and documents information systems as part of the overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Assists with the planning and execution of the system and acceptance testing of new or amended information systems, particularly for areas of technical specialisation.
- Assesses, analyses, develops, documents and implements changes to the information systems of the Parliament based on requests for change from users and other internal or external stakeholders.
- Assists with the planning and implementation of software releases, including risk assessment and stakeholder coordination, particularly for areas of technical specialisation.
- Utilises agreed quality standards to review information systems development and implementation processes.
- Supervises professional and technical staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	- Considerable knowledge in the specification, selection, development, testing and commissioning of information systems - Knowledge of the tools and techniques required for the management and control of ICT within a large government based or business organisation - Knowledge of project management tools and techniques - Knowledge of relevant Public Service rules and regulations, instructions and procedures
SKILLS AND ABILITIES:	- Ability to supervise professional, technical and support staff - Ability to think creatively and to implement information system solutions - Ability to manage information systems development projects - 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 five (5) years' experience performing at a professional/technical level, including at least two (2) years' experience in the design and development of information systems, preferably within the public sector
- 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

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: SENIOR INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE SPECIALIST

JOB SUMMARY:

The incumbent is required to perform specialized technical duties in the administration, operations, maintenance and support of the computer centre's hardware, software, systems and related infrastructure of a large Ministry/Department. Duties include: operations and support of servers, SANs, printers and associated IT peripherals; support for email, domain management and related systems; administration and management of operating systems and other system software; administration of support and maintenance of PCs, laptops, PC software and related equipment; and supervision of professional, technical and support staff.

REPORTS TO:	Manager, Networks and Infrastructure
SUPERVISION GIVEN TO:	Professional, Technical and Support Staff as required

KEY RESPONSIBILITIES:

- Conducts security risk and vulnerability assessments for the Parliament's IT systems; and develops and applies appropriate technical security controls.
- Maintains an in-depth knowledge of specific technical specialisms including computer hardware, operating systems and related products, provides expert advice regarding their application, and utilises this knowledge in performing job duties.
- Furthers the IT infrastructure goals of the Parliament, such as reducing cost and improving performance, by the approved and specified use of emerging technologies and products.
- Provides inputs to the service continuity planning process, and implements the approved plans so that the defined levels of continuity for the IT infrastructure are achieved.
- Provides project management services for the Parliament's IT infrastructure projects, including identifying and mitigating project risk, ensuring quality in project delivery, and utilising assigned resources efficiently.
- Prepares and delivers learning activities, such as training, to a variety of audiences in areas of technical specialisation and responsibility.
- Manages the installation, testing, commissioning/decommissioning of computer hardware and system software in accordance with agreed standards, quality and safety plans.
- Operates and maintains the Parliament's IT infrastructure, monitors its performance, adheres to defined maintenance and support procedures, and ensures that established service levels are achieved.
- Monitors IT component capacity, and follows agreed policies and procedures to proactively resolve any projected shortfalls.
- Monitors the Parliament's IT infrastructure for achievement of agreed performance targets and service levels; documents and implements the arrangements for disaster recovery; and conducts regular testing of the recovery procedures.
- Monitors service delivery of the IT infrastructure components against established service level agreements, diagnoses service delivery problems, and initiates action to maintain and continuously improve the levels of service.

- Provides specialist expertise in the review, evaluation, installation, testing, upgrade and maintenance of system software such as operating systems and related utility software, and in the resolution of any associated service delivery problems.
- Monitors the application of and compliance with, security operations procedures for areas of responsibility, reviews the IT infrastructure for breaches in security, and takes appropriate remedial actions.
- Operates the IT infrastructure of the Parliament, ensures that the infrastructure is managed in accordance with agreed standards and procedures, and contributes to the resolution of operational problems.
- Manages the storage and backup systems of the Parliament to provide agreed levels of service, security, storage optimisation, and recovery and growth capacity, in compliance with the public service's data retention and data protection requirements.
- Initiates and monitors actions to investigate and resolve problems with the IT infrastructure and implements agreed solutions and measures.
- Supervises professional, technical and support staff engaged in performing duties related to particular specialisation.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE:	- Considerable knowledge of the defined components of IT infrastructure - Knowledge of the tools and techniques required for the management and control of ICT within a large government based or business organisation - Knowledge of project management tools and techniques - Knowledge of relevant Public Service rules and regulations, instructions and procedures
SKILLS AND ABILITIES:	- Ability to supervise professional, technical and support staff - Ability to think creatively and to implement technology solutions - Ability to manage large IT 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 five (5) years' experience performing at a responsible professional/technical level, including at least two (2) years' experience in the operations and maintenance of ICT systems
- 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

Ref #: IT/SD&I/	

JOB DESCRIPTION
CONTRACTUAL POSITION

JOB TITLE: WEB TECHNOLOGY SPECIALIST	

JOB SUMMARY:	

The incumbent is required to design, develop, implement, manage, maintain and provide support services under appropriate direction and guidance for the internet technology based applications of the Parliament. Duties include: providing key services related to the Parliament's website and intranet solutions which include - assisting with the development of enabling policy and standards; assisting with needs assessment, and the design and development of the solutions; providing technical services in the coding and testing of these applications; monitoring, and providing assistance with the management of, the security, integrity and availability of the applications; promoting, maintaining and enhancing the solutions; assisting with related training and documentation; and supervising support staff as required.

REPORTS TO:	ICT Director, Manager, Solutions Development and Implementation or designate
SUPERVISION GIVEN TO:	Support staff as required

DUTIES AND RESPONSIBILITIES:	

- Assists with the design of web-based applications of the Parliament, by, for example, the configuration of packaged applications, and documents such designs using defined standards, methods and tools.
- Develops, interfaces, tests, corrects, and documents web-based applications including the website as part of the Parliament's overall application development, configuration and maintenance process in accordance with agreed standards and specifications.
- Assists with the development and execution of software tests, including user acceptance testing, for all new or updated web applications such as the Parliament's website and intranet solutions.
- Commissions and decommissions internet-based applications in accordance with the Parliament's defined procedures and instructions or accepted leading practice, and accurately maintains the related service and support records.
- Monitors the performance of the Parliament's website and intranet applications, and resolves any technical and performance issues identified using standard processes and procedures, and performs assigned software maintenance and performance improvement tasks.
- Monitors the levels of service delivered by the Parliament's website and intranet solutions against documented service level agreements or the levels anticipated by the Parliament's customers, diagnoses identified service delivery problems, and initiates action to maintain and improve the current levels of service.
- Assists with the project management of assigned internet technology projects, by identifying and mitigating project risk, ensuring quality in project delivery, and managing any assigned resources.
- Delivers learning activities, including end-user training, to a variety of audiences in areas of technical specialisation and for any assigned projects.
- Maintains knowledge of specific technical specialisations in internet technology based applications including website and intranet technologies; programming procedure and languages; web design, authoring, development, administration and security tools; and utilises this knowledge in performing job duties.
- Maintains an awareness of the opportunities provided by new and emerging internet technology-based, tools and techniques and advises on their relevance and potential value to the Parliament.
- Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	▪ Considerable knowledge of web technology including websites and intranets, web authoring languages and tools, web design and architecture, and web development and implementation ▪ Knowledge of the management and operation of websites and intranets within a government based or business organisation ▪ Knowledge of project management tools and techniques ▪ Some knowledge of relevant Public Service rules and regulations, instructions and procedures
SKILLS AND ABILITIES:	▪ Ability to think creatively and to implement website and intranet solutions ▪ Ability to supervise technical and support staff ▪ 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 two (2) years' experience in the development, operations and maintenance of web-based systems
- 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
- Certification in web technology management, such as Microsoft Certified Technology Specialist (MCTS) or CIW Web Design Professional
- Training in relevant web technology solutions e.g. SharePoint and Websphere