Government of Trinidad and Tobago

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 Ministry. Duties include: providing key services related to the Ministry/Department'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:	Manager, Solutions Development and Implementation, ICT Manager or designate
SUPERVISION GIVEN TO:	Support staff as required

DUTIES AND RESPONSIBILITIES:

- Assists with the design of web-based applications of the Ministry/Department, 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 Ministry'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 Ministry/Department's website and intranet solutions.
- Commissions and decommissions internet-based applications in accordance with the Ministry/Department's defined procedures and instructions or accepted leading practice, and accurately maintains the related service and support records.
- Monitors the performance of the Ministry/Department'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 Ministry/Department's website and intranet solutions against documented service level agreements or the levels anticipated by the Ministry/Department'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 Ministry/Department.
- 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.