THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE	2. DIVISION	3. DEPARTMENT
SENIOR INFORMATION TECHNOLOGY TECHNICIAN	HEAD OFFICE	INFORMATION SYSTEMS/INFORMATION TECHNOLOGY

4. ORGANISATIONAL RELATIONSHIP	5. NATURE & SCOPE
The Senior Information Technology Technician will report to the Manager-Information Systems/Information Technology.	The Senior Information Technology Technician is responsible for identifying and troubleshooting hardware and software issues.

6. SPECIFIC ACCOUNTABILITIES

The Senior Information Technology Technician:

- Contributes to the scoping and analysis of on-going change initiatives and enhancements, and defines the related requirements to enable the support and maintenance of the software applications of the ERHA.
- Contributes to the design of information systems of the ERHA, and provides inputs based on the support and maintenance experience and information.
- Monitors, applies and strengthens the physical, procedural and technical controls in place to ensure continued confidentiality, integrity and availability of the ERHA's information; and investigates suspected attacks and manages security incidents related to information usage.
- Validates and analyses information from internal and external sources, to meet the on-going information needs of the ERHA and its users.
- Monitors, investigates and reports on potential hazards and risk events arising from the on-going use of the information systems of the ERHA.
- Initiates and monitors on-going actions to investigate and resolve problems with specific information systems of the ERHA, and assists with the implementation of the required solutions and remedies.
- Investigates and documents the internal controls of specified software applications, and assesses compliance with relevant standards.
- Drafts and maintains procedures and documentation for support of specific software applications; manages enhancements to software applications to ensure business performance improvements; and ensures that all requests for support are dealt with in accordance with agreed procedures.
- Prepares, customizes and delivers learning activities, including training on the application software systems of the ERHA to a variety of users and stakeholders, on a routine and on-going basis.
- Takes steps to enable the on-going compliance with Government's policies and procedures and established best practices around the use of ERHA-specific information; and mitigates the risks involved in the use of such information by internal and external stakeholders.
- Provides input into the continuity planning process for software applications of the ERHA and implements the resulting plans.
- Contributes to the planning and execution of system and acceptance testing of new or modified information systems, particularly in areas of technical specialization.
- Contributes to the planning and implementation of software releases, particularly in areas of technical specialization, by undertaking activities such as risk assessment and stakeholder coordination.
- Keeps abreast of the operations, management and maintenance of specified ERHA's software applications and products and provides advice regarding their deployment
- Performs other related duties as required by the approved Authority.

7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge in operations and maintenance of software applications.
- Knowledge of the principles, tools and techniques required for the management and control of ICT within an organization.
- Knowledge of project management tools and techniques.
- Some knowledge of Public Service processes and procedures.

- ❑ Ability to supervise professional, technical and support staff.
- ❑ Ability to think creatively and to maintain software applications.
- ❑ Ability to manage software maintenance projects.
- ❑ Ability to communicate effectively both orally and in writing.
- ❑ Ability to promote teamwork and manage conflict.
- ❑ 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.

8. MINIMUM TRAINING AND EXPERIENCE

- ❑ First Degree from an accredited College or University with Major course of study in Computer Sciences or Management Information Systems.
- ❑ Certification in the area of ICT from a recognized institution. Certification such as A+, Network+ or MCSE.
- ❑ Five (5) years of experience in the support of hardware/software.
- ❑ Experience with network maintenance, troubleshooting and wireless telecommunication.
- ❑ Any equivalent combination of training and experience.

9. SUPERVISORY RESPONSIBILITIES

- ❑ Deskside Support Technician (Hardware)
- ❑ Deskside Support Technician (Software)

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

- ❑ Manager-Information Systems/Information Technology
- ❑ Other members of the Information Systems/Information Technology Department
- ❑ All Heads of Department
- ❑ All other staff members.

External:

- ❑ Telecommunication Services of Trinidad and Tobago (TSTT)
- ❑ Contractors
- ❑ Suppliers