THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE	2.DIVISION	3. DEPARTMENT
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICAL OFFICER	HEAD OFFICE	INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

4. ORGANIZATIONAL RELATIONSHIP	5. NATURE & SCOPE
The Information and Communications Technology (ICT) Officer will report to the Senior Information Systems Support Specialist.	The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure of the Authority under the guidance and direction of a supervisor.

6. SPECIFIC ACCOUNTABILITIES

- 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 accordance with agreed procedures; and updates related maintenance and configuration records.
- Treats with security breaches of or security attacks on IT system/network/personal computer to limit damage in accordance with the Authority's security policy; and applies defined security controls to personal computers and related components
- Monitors and logs the actual ICT services provided to users, against 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, records activities and results; and assists with early support activities such as providing support advice to users.
- Investigates and acts on minor security breaches with the IT infrastructure, takes defined corrective action, and updates relevant security records and documentation in accordance with established procedures.
- Receives and handles service desk and incident management requests for IT and networking infrastructure support following agreed procedures, and maintains relevant records.
- 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 organisation.
- Assists with the performance of regular backups and restores, and tracks offsite storage, according to agreed operational procedures.
- Performs any other related duties as assigned.

7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of defined components of IT and networking infrastructure.
- Some knowledge of the principles, 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.
- Ability to install/remove hardware and software.
- Ability to recognise and correct IT security breaches.
- 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.

8. MINIMUM TRAINING AND EXPERIENCE

- Training as evidenced by the possession of a recognised Associate Degree or Diploma in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.
- Minimum of three (3) years' relevant technical experience.
- Any equivalent combination of qualifications, training and experience.

9. SUPERVISORY RESPONSIBILITIES

Not Applicable.

Internal:

- Manager-Information and Communications Technology (ICT)
- Staff of the Information and Communications Technology Department
- All Line Managers/Supervisors
- All Heads of Department

External:

- Telecommunication and Internet Service Providers
- Contractors
- Suppliers