

JOB DESCRIPTION

CONTRACTUAL POSITION

JOB TITLE: INFORMATION SYSTEMS SUPPORT SPECIALIST

JOB SUMMARY:

The incumbent is required to provide maintenance and support services for 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 in a specified category of software application solutions, such as: a) the business information systems of the Ministry/Department; b) the Ministry/Department-specific information systems; c) any defined combination of business and Ministry/Department-specific information systems.

REPORTS TO:

Senior Information Systems Support Specialist or designated officer

SUPERVISION GIVEN TO:

Technical and Support Staff

DUTIES AND RESPONSIBILITIES:

- 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
- Determines the information systems requirement from management and stakeholders of the Ministry/Department and confirms their alignment with defined business objectives; and specifies, documents and priorities these requirements in accordance with defined standards and practices.
- Assesses, analyses, develops, documents and implements changes to the Ministry/Department-specific applications in accordance with defined change control procedures.
- Investigates and resolves related security incidents according to defined procedures and maintains the specified security controls required to maintain confidentiality, integrity and availability of the information systems to the Ministry/Department.
- 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.
- Assists with the support and maintenance of information systems, including the identification and mitigation of project risk, and the monitoring of projects.
- Investigates problems with the application software; and assists with the implementation of agreed solutions and preventative measures.
- Maintains software application support processes, and oversees support requests to ensure that all support requests are addressed in accordance with agreed procedures.

- Delivers learning activities, such as training, on the information systems of the Ministry/Department to a variety of audiences.
- Keeps abreast of specific technical specialisations in the software operations, maintenance and support area; and utilizes this knowledge in performing job duties.
- 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 principles, tools and techniques required for the management and control of ICT within an organization.

SKILLS AND ABILITIES :

- Ability to supervise professional 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 of promote teamwork and manage conflict.
- 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 in an area of ICT, 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.