CARIBBEAN DISASTER EMERGENCY MANAGEMENT AGENCY

JOB DESCRIPTION

Position Title:	Information & Communications Technology (ICT) Support Specialist
Division/Department:	Office of the Executive Director/Information & Communication Technology (ICT)
Reports To:	ICT Manager
Direct Reports:	N/A
Date Revised:	August 2020

1.0 FUNCTIONAL RELATIONSHIPS

Reports to and works under the direction of the ICT Manager. Collaborates with other CDEMA staff and staff of the National Disaster Management Offices as required.

2.0 SUMMARY

The ICT Support Specialist will provide support to the ICT Manager in advancing the work programme of the ICT Department within the CDEMA System. Specifically, he/she will provide ICT support to the CDEMA CU users and support the ICT Manager in the provision of ICT services to the CDEMA Participating States; Support and maintain the CDEMA CU ICT infrastructure, ICT systems, software and hardware located on-premises and off-premises; Support the ICT Manager in expanding the use of ICTs to support Comprehensive Disaster Management (CDM).

3.0 DUTIES AND RESPONSIBILITIES

3.1 Provide technical support for CDEMA CU's ICT operations. This ICT support shall also extend to meetings and events (external and internal) where the CDEMA CU is involved and assistance is requested from the relevant department;

3.2 Provide Technical Assistance to the CDEMA Participating States regarding ICTs, under the supervision of the ICTM and guided by the appropriate Policies;

3.3 Install, configure, maintain and monitor ICT hardware, software, systems, networks and equipment following the relevant policies;

3.4 Actively update, maintain and monitor all aspects of CDEMA's ICT network infrastructure and apply remedial actions when necessary;

3.5   Perform system and data backup procedures according to the CDEMA CU Policy;

3.6   Research, develop, evaluate and recommend system and application improvements;

3.7   Organize and file documentation pertaining to warranties and instructional guides for computer hardware;

3.8   Develop training materials and troubleshooting guidelines and train users in the proper use of relevant hardware and software;

3.9   Respond to customer inquiries and assist in troubleshooting and resolving challenges;

3.10   Support and maintain the infrastructure and systems that facilitate remote access to the CDEMA CU internal network resources;

3.11   Setup/Modify user accounts and profiles according to relevant policies;

3.12   Install, configure and maintain Emergency Operations applications;

3.13   Establish, administer, monitor, maintain and secure CDEMA's websites, web services, cloud platforms and services (including but not limited to websites, intranet and online databases);

3.14   Actively monitor system logs and provide remedial actions as required;

3.15   Monitor, capture and analyze statistics for internal and external ICT assets, resources and services;

3.16   Establish and execute maintenance procedures for ICT equipment;

3.17   Prepare monthly reports for the ICT Manager in keeping with established standards;

3.18   Participate in disaster response activities of the agency, as required;

3.19   Perform such other job-related duties as may be assigned from time to time by the ICT Manager or other duly authorized staff members in his absence.

4.0   CONDITIONS

4.1   General administrative office accommodation provided;

4.2   Institutional support provided through documented rules and regulations general policy guidelines and through access to available relevant information, resources and facilities;

4.3   Subject to general service conditions applicable to established staff members of the Agency.

4.4   Position may require periods of travel to CDEMA member states as well as other destinations.

4.5   Required to maintain currency with the advancements in ICT to ensure the effective discharge of duties.

5.0 EVALUATION CRITERIA

Work performance will be evaluated based on the performance standards established in the Performance Plan developed with the immediate supervisor. The performance plan will include the performance objectives and job standards including:

5.1 Time taken to complete assignments and the ability to meet deadlines;

5.2 Error margin and quality of output;

5.3 Minimal downtime of websites, intranet and cloud-based services;

5.4 Minimal downtime of ICT infrastructure, servers and related services;

5.5 Knowledge and understanding of, and the effective application of the Agency's policies and objectives;

5.6 Effectiveness of communication;

5.7 Technical accuracy and general quality of assignments undertaken;

5.8 Demonstrated reliability and initiative.

6.0 QUALIFICATIONS AND EXPERIENCE

6.1 Bachelor's Degree in Information Technology, Computer Science or equivalent;

6.2 Proven experience with Microsoft Windows desktop and server operating systems (Networking, administration, security, etc.);

6.3 A minimum of three (3) years' experience in a similar ICT Support role;

6.4 Front-end web development experience would be an asset;

6.5 Experience providing and supporting services on cloud computing platforms (e.g AWS or Azure) would be an asset;

7.0 KNOWLEDGE, SKILLS AND ABILITIES

7.1 Demonstrate effective time management and the ability to multi-task.

7.2 Team player with strong technical and user support skills;

7.3 Hands-on network administration experience would be an asset.;

7.4 Ability to prioritise and manage many open cases at one time.;

7.5 Demonstrated ability to learn, adapt, drive change and innovate;

7.6 Excellent understanding of the larger ICT landscape;

7.7 Excellent oral and written communication skills;

7.8 Ability to communicate and relate effectively with persons at all levels;

7.9 Flexibility and adaptability;

7.10 Appreciation of workplace diversity.