



AUDITOR GENERAL'S DEPARTMENT
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE: Information Technology Officer
JOB GRADE: AUGD/AGS5
POST NO: 62707
DEPARTMENT/UNIT: Information Technology Unit
REPORTS TO: Director, ICT Infrastructure
MANAGES: N/A

**THIS DOCUMENT IS VALIDATED AS AN ACCURATE AND TRUE
DESCRIPTION OF THE JOB AS SIGNIFIED BELOW:**

Employee

Date

Head of Department/Division

Date

Received in Human Resource Division

Date Created/Revised

JOB SUMMARY

This position is responsible for ensuring optimization of the AuGD's information technology systems, executing preventative and reactive maintenance programmes, website administration and updates, resolving staff IT issues and overseeing the procurement of computer equipment and supplies.

GUIDING PRINCIPLES

Confidentiality	Integrity	Fairness	Accountability	Transparency
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CENTRAL LEGISLATIVE FRAMEWORK

The Jamaican (Constitution) Order in Council (Act), 1962	The Financial Administration & Audit Act, 2011 The Financial Administration & Audit (Amendment) Act, 2016	Access to Information Act, 2002
The Cybercrimes Act, 2015	The Data Protection Bill, 2020	The Public Procurement Act, 2015

KEY OUTPUTS AND DELIVERABLES:

OUTPUTS	DELIVERABLES
An efficient ICT System	<ol style="list-style-type: none">1. Collaboration with key stakeholders2. Equipment assessed & solutions determined.3. Solutions are costed and budgeted.4. Equipment removed or added to the network.5. Computers assembled.6. Preventative and Re-active Maintenance programmes effected.7. End-user issues resolved.8. Technical support provided.9. Drafting procurement specifications for IT equipment10. Monitoring the delivery of ICT goods and services from suppliers
Staff trained on upgrades	<ol style="list-style-type: none">1. Guidance provided.2. Training facilitated.3. Seamless transitions on implementation of upgrades, etc.

KEY RESPONSIBILITY AREAS

A. Administrative Responsibilities

1. Consults with key AuGD stakeholders to determine network, systems and equipment requirements.
2. Oversees technological upgrades, improvements and major changes to the network; determines costs, prepares and submits draft budget.
3. Uploads content, maintains and updates the AuGD's website
4. Communicates policies and procedures for the protection of enterprise information technology assets and the integrity, security and privacy of information entrusted to or maintained by the AuGD.
5. Provides input in the development and implementation of the AuGD's Business Continuity and Disaster Recovery Plans to ensure timely and effective restoration of information technology systems and services in the event of a disaster.
6. Participates in consultations with key internal stakeholders to determine changes in equipment requirements in keeping with business goals.
7. Monitors all payments on ICT services to reduce service disruptions.
8. Drafts and manages the Preventative Maintenance Programme for computers and office equipment for optimal performance.

B. Technical/Professional Responsibilities

1. Coordinates the removal of obsolete computers and equipment from the network, making the necessary arrangements for replacements to avoid unnecessary service disruptions.
2. Coordinates the addition of replacement computers and equipment to the network, managing the assembly and addition to the (LAN) and other systems.
3. Provides technical support including resolution of hardware/software problems and systems upgrade.
4. Monitors the timeliness, usefulness, accuracy and completeness of all information provided on the websites and intranet and initiates the required updates.
5. Liaises with key content providers in units/sections as necessary for the gathering of information to be approved for upload on websites and intranet.

6. Develops specifications for the purchase, rental, lease, licensing or other acquisitions for all computer and other Information Technology related equipment and supplies.
7. Participates in the evaluation of IT Bids in keeping with the Procurement requirements and bidding documents.
8. Monitors the delivery of goods and services ensuring that purchases conform to specifications and services are delivered in the timeframe specified.
9. Participates in the updating of ICT policies, procedures and procedures and communicates and guides staff accordingly.
10. Ensures that all webmaster mail are brought to the attention of the relevant persons and timely responses are issued.

Other Responsibilities

Any other duty as may be assigned.

PERFORMANCE STANDARDS

- Ensure system operates at optimal levels.
- System troubleshoots are dealt with in a timely manner and in accordance with international standards.
- Periodical maintenance of computer equipment.
- Website quality conforms to the approval of the IT Director and established guidelines.

REQUIRED CORE COMPETENCIES

ICT services	Continuous Change & Improvements	Communication & Collaboration	Quality Service
Innovation	Time Management	Problem-solving	Planning & Organizing

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- A First Degree in Information Systems, Computer Science or related discipline
- At least three (3) years’ experience in the IT industry.
- Experience in website administration would be an asset.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical Office environment.
- Possible unusual working hours.
- Performing duties while under pressure.
- Performing multiple tasks at the same time.
- Occasional lifting of up to 10 lbs (computer or monitor).

AUTHORITY

- Assists in resolving reported IT issues by staff.
- Follow-up on suppliers engaged to provide goods and services.