

POSITION DESCRIPTION

1. JOB IDENTIFICATION

1.1 Position Title: ICT Officer

1.2 Position Level: PL7

1. PURPOSE, DUTIES AND RESPONSIBILITIES

Purpose: The ICT Officer (IO) shall assist the Senior ICT Officer in undertaking research work and providing technical support in coordinating and implementing projects and/or programmes.

Duties & Responsibilities
A. Policy <ul style="list-style-type: none">▪ Know and apply fundamental concepts, practices, procedures and existing policies and guidelines in specialized areas of information technology.
B. Managerial <ul style="list-style-type: none">▪ Facilitate the implementation of regional projects and work plan;▪ Assist in the writing of research papers, briefs and reports, discussion materials;▪ Assist in negotiations for software purchases with vendors.
C. Administrative <ul style="list-style-type: none">▪ Maintain detailed documentation of all work performed, sufficient to allow independent generation of the same process and the results.

Systems Analyst

- Plan, design, develop and launch effective information systems and operation systems in support of core organizational functions;
- Assist in researches and development of new approaches to database design and analytic methods;
- Formulate new or revise existing systems;
- Prepare flowcharts of procedures and block diagrams;

- Analyze program requirements for a specified task and develop the methods to provide the appropriate solutions;
- Consult with division representatives on objectives, requirements and effectiveness of proposed and existing computer systems.

System Administrator

- Ensures the stable operation of the in-house computer software systems;
- Secure system by developing system access, monitoring control, and evaluation; establish and test disaster recovery policies and procedures; complete back-ups;
- Analyze and resolve end user software program connectivity issues in a timely and accurate fashion and provide end user training where required;
- Upgrade system by developing, testing, evaluating, and installing enhancements and new software;
- Evaluate and /or recommends purchases and has a strong influence on the purchasing process;
- Administer a mid-sized site or assist in the administration of a larger site.

Network Administrator

- Assist in designing and maintaining physical network architecture and infrastructure;
- Ensure the stable operation of the in-house computer network. This includes planning, developing, installing, configuring, maintaining, supporting and optimizing all network hardware, software and communication links.
- Assist in analyzing and resolving end user hardware and software computer problems in a timely and accurate fashion and provide end user training where required;
- Assist in developing and implementing network system and user security requirements;
- Assist in analyzing network workload, monitoring performance and diagnosing problems;

- Assist in evaluating the productivity implications of upgraded servers and analyze the computer and information needs of the organization.

Database Administrator

- Work with application development staff to develop database architectures, coding standards, and quality assurance policies and procedures;
- Create models for new database development and/or changes to existing ones;
- Monitor database system details within the database, including stored procedures and execution time, and implement efficiency improvements;
- Assist in designing and implementing redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets;
- Develop, implement, and maintain change control and testing processes for modifications to databases;
- Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts.

Computer Programmer

- Assist in planning, designing, developing and launching Learning Management Systems (LMS);
- Translate system specifications and requirements into program code and database structures, implements designed functionality;
- Analyze output products and debug source code to isolate and correct errors in program logic, syntax, and data entry, and data entry, and to ensure accuracy and efficiency.
- Conduct code reviews and unit-level testing. Develop and maintain unit-level test plans;
- Modify existing programs to correct program errors or modify existing functionality or interface;
- Implement security techniques designed to preclude unauthorized access to computer data and to reduce computing resource misuse;

- Design, develop, maintain, and execute test plans for formal qualification testing, system integration testing, regression testing and verification, validation and acceptance testing.

Web Developer

- Build the operations end of the organization's website and keep them functioning smoothly;
- Design, build and implement new web pages and sites;
- Coordinate the planning, maintenance and accessibility of the website content in a way that ensures consistency of the website's look and feel;
- Integrate sites with back end applications, migrating legacy applications to the web;
- Perform day-to-day administration of the organization's web portfolio;
- Meet with IT staff to design the home page, address and resolve technical problems, and discuss new directions and technology.

3. KNOWLEDGE & SKILLS REQUIREMENTS

3.1 Education:

BE. SE, BE. IT, B.Sc. IT, B.Sc. CS

3.2 Knowledge of language(s) and other specialized requirements:

- Knowledge of different operating systems and all related utilities;
- Knowledge of relational databases, database management and software engineering;
- Good knowledge of programming languages, web development software and networking tools;
- Ability to analyze unfamiliar data structure;
- Ability to think logically and to solve problems analytically;
- Strong interpersonal and communication skills.