

## **Professional - Technical Support**

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### **POSITION CLARIFICATION:**

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The position works as part of the Technical Support Team under Operations Unit that is responsible for supporting all the technical hardware, connectivity switches, routers, firewalls, web and application server systems, database server and/or storage area networks (collectively referred to as infrastructure components) which constitute iGovTT's network and system infrastructure, the Government's wide area network and the base hosting environment for ICT systems within the Data Center Services.

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### **KEY AND CRITICAL RESPONSIBILITIES include:**

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- Support Team Lead and Senior Professional (Technical Support) to maintain enterprise-wide technical infrastructure to support business applications in GoRTT
- Support Team Lead and Senior Professional in the deployment and maintenance of the enterprise-wide infrastructure services and solutions in GoRTT
- Work with Solution Architect Office to plan and implement enhancements to enterprise-wide technical infrastructure
- Work with other teams to troubleshoot system problems related to infrastructure components that support to business applications in GoRTT
- Support Team Lead, Technical Support and Senior Professional to ensure compliance with Service Level Agreements that are established with business application owners and Tier 2 support team (typically the vendors that develop and/or maintain the business applications);
- Assist in the monitoring of utilisation of infrastructure components and provide regular updates to Team Lead and Senior Professional, Technical Support, to facilitate planning and implementation of timely capacity upgrade based on infrastructure resource consumption statistics and forecasted growth in resource consumption;
- Assist with the management of outsourced vendors for:
  - Installation and configuration of network peripheral devices
  - Configuration of workstations and verifies correct system operation; repairs computer hardware and software

- Design of wiring plans for computer, network and telecommunications
- Installation and testing of cabling and equipment (including installation of upgrade cards, memory and other devices to improve existing equipment as well as assembly, initial testing and final installation of new computer equipment and related devices)
- Works on internal and external facing Project Teams to provide technical advice and expertise at it relates to items falling under the remit of the Technical Support Team
- Contributes to the writing of governance policies for the Technical Support function within iGovTT and assist with reviewing Service Level Agreements
- Performs other relevant duties assigned by the Team Lead, Technical Support
- Ensure compliance and achievement of identified KPIs, SLAs and OLAs for the team
- Support the other Teams in the achievement of their SLAs and OLAs
- Work with other company Units on ICT related projects

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**KEY COMPETENCIES:*****Knowledge & Experience:***

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- At least 3 - 5 years' experience in supporting mission-critical ICT production environment, comprising large-scale and enterprise-wide ICT infrastructure
- Specialist knowledge and experience working with international ICT best practices such as ITIL would be an asset
- General understanding of common desktop applications, understanding of common infrastructural technical problems
- Able to pick up new technical knowledge quickly, through self-study and minimal hands-on training to gain sufficient understanding to handle first line of problem resolution
- Has initiative, is responsive and customer-oriented

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***Education/Accomplishments:***

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- Bachelor's Degree in ICT, MIS, Computer Science, Engineering, Telecommunications, or any other related discipline

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**How to apply:**

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- Applicants are to submit their applications via email to [igovtt-careers@igovtt.tt](mailto:igovtt-careers@igovtt.tt) stating Name, Position being applied for and Contact Information in the subject line. Deadline date for the submission of applications: **5 October 2018**.

***Please be advised that only suitably qualified candidates shall be contacted.***

**NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED**  
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**[www.igovtt.tt](http://www.igovtt.tt)**