

JOB TITLE: SYSTEMS DEVELOPMENT OFFICER**JOB ID:** T1463**Old JOB Number:** 0**REPORTS TO:** SYSTEMS DEVELOPMENT COORDINATOR**Date revised:** 2011-10-13**MINISTRY/DEPARTMENT:** THROUGHOUT THE PUBLIC SERVICE, MANAGEMENT INFORMATION SYSTEMS UNIT

PURPOSE: To assist in developing and maintaining the ministry's information system, provide technological and operational support and ensure that the agency is utilizing appropriate and available computer and informatics technology in all organisational services to meet its organisational objectives.

KEY OUTPUTS:

- Reliable point of contact for recommendations and resolutions of technology related issues.
- Minimised downtime on all the agency owned computer hardware and software.
- Efficiently functioning Information System available to users.

RANGE OF ACTIVITIES:

- To assist in the development of user documentation and other aspects of data needs.
- To assist in installing PC software and upgrades systems as necessary.
- To assist in serving as liaison between agency users and computer vendors to ensure timely and appropriate responses: maintains inventory of all purchased software programs.
- To assist in developing standard set up environments for the personal computer groups; word processing and spreadsheet PCs, CGAS PCs, network server and client PCs, and other PC applications.
- To assist in developing and implementation of technical documentation and test plans.
- To assist in conducting users training programs.
- To ensure that all implemented information systems are highly accurate and efficient.
- To ensure that all Local Area Networks and Wide Area Networks are functioning effectively at all times.
- To extract feedback from all users of systems to ensure that needs have been met.
- To evaluate software and hardware and make recommendations of products to end-users.
- To serve as a resource for solving routine user problems but which require a good knowledge of hardware and software.
- To understand PSM user requirements and recommends purchase of new hardware and software.
- To perform any other related duties for the smooth functioning of the department.

MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:

- A Bachelor's Degree in Computer Science or Information Technology from a recognised University PLUS four (4) years experience in Information Technology and data management.

OR

- A Diploma in Computer Science or Information Technology from a recognised University PLUS six (6) years relevant experience in Information Technology and data management.

DECISION MAKING, PROBLEM SOLVING AND IMPACT ON RESULTS:

- The incumbent will be required to possess a good understanding of the rational data models and is required to make good decisions with respect to database developing and reporting.

Wrong decisions can cause embarrassment to management and can impact negatively on the organisation and the wider public service.

RESOURCE MANAGEMENT:

- The incumbent is not directly responsible for any staff. He/she will be partially responsible for the security of all computer and computer related equipment.

COMMUNICATIONS: The incumbent will have regular communication with superiors and other senior officials within the agency.

WORKING CONDITIONS: Working conditions is primarily within a normal office, however the incumbent will be required to work routinely with computers. He/she will be required to visit external agencies from time to time in the course of the job.

PREPARED BY: SENIOR PERSONNEL OFFICER

CHECKED BY: PRINCIPAL PERSONNEL OFFICER