

JOB SPECIFICATION

GRADE: IT Officer (Level 1)
DEPARTMENT: Information Technology and Logistics
RESPONSIBLE TO: Director of IT & Logistics

The main duties and responsibilities of the post are:-

PROGRAMMING

Write, test, maintain and manage computer programs to ensure that the computer application meets the needs of the users of the computer system.

ANALYSIS & DESIGN

Typical duties include:

- Systems analysis and design in researching and documenting computer users requirements.
- Analyse problems specified by users and achieve adequate and prompt solutions
- Translate the solutions provided by systems designs into detailed program specifications.
- Develop necessary software according to specifications.
- Train users of the system in how to operate the designed software.
- Test the programs and make amendments.
- Maintenance on software developed and upgrades.

NETWORKING/SYSTEM ADMINISTRATION

The maintenance of the Government of Gibraltar's Local (LAN) and Wide (WAN) area networks.

Typical duties include:

- Installation and maintenance of Government Domain & File servers.
- Configuring of networking protocols (TCP/IP) and associated hardware.
- Adding and configuring new workstations.
- Setting up user accounts.
- Software installations.
- Performing procedures to prevent the spread of viruses.
- 1st line Support
- Installation of PC's, Operating Systems and application software.

LOGISTICS

- Plan and implement the logistics of the Government of Gibraltar special projects, General Elections, Bye Elections, Referendum, and other events hosted by the Government of Gibraltar in consultation with the supervisory management team for the event.
- Assist in the development and implementation of logistics for all special projects and events hosted by the Government of Gibraltar.
- Liaise with suppliers and IT support contractors, in consultation with the supervisory management team for the event.
- Collaborate with the supervisory management team for the event.

OTHER

- Occasional PC & Printer repair / upgrading / troubleshooting.
- After hours On-call Roster.
- Carry out other duties, appropriate to the grade, as required by the Director of IT Logistics Department.

PERSON SPECIFICATION

<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Qualification	Degree in an Information Technology related subject.	
Experience	<p>To be fluent in more than one of the following languages and platforms:</p> <p>Java, JBoss, Visual Basic, PHP, SQL, Apache.</p>	<p>Networking and Communications (TCP/IP) and System Administration).</p> <p>A minimum of two years PC Network Environment and 1st Level technical support.</p>
Knowledge		<p>A working knowledge in a Windows environment including Windows 2003/8 Server, Exchange 2007/2010, TCP/IP networking and Linux systems and Windows Server Environments.</p>
Key Skills	<p>Candidates will be expected to comply with the job specifications, and should be effective team players and skilled enough to take on or assume various roles within the team.</p> <p>They will also be expected to:</p> <p>Work on their own at times and be self sufficient, flexible and resourceful in finding solutions to problems without breaching internal policies.</p> <p>Be co-operative i.e work towards the common goal by sharing computing opinions and ideas.</p> <p>Develop tact when sharing views with others for the benefit of the department.</p> <p>Be positive and communicate effectively with the team and others.</p>	

Other Requirements	Substituting for higher grades when required. Availability for On-Call Roster. Available to work regularly, as required, after normal working hours.	
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