



# Government of Trinidad and Tobago

## JOB DESCRIPTION CONTRACTUAL POSITION

### JOB TITLE: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) MANAGER

#### JOB SUMMARY:

The incumbent is required to plan, organize and manage the development, operations and maintenance of the ICT resources and infrastructure of a regular Ministry/Department, and to manage the delivery of its ICT projects, under the direction of the Permanent Secretary or designated officer. Duties include developing and implementing of the Ministry/Department's ICT policies and ICT strategic plan; developing and delivering software applications and IT services to the Ministry/Department; managing the Ministry/Department's ICT projects; preparing and managing the ICT budget; and developing and managing of professional, technical and support staff.

#### REPORTS TO:

Permanent Secretary or designated officer

#### SUPERVISION GIVEN TO:

Senior Professionals, Professionals, Technical and Support Staff

#### DUTIES AND RESPONSIBILITIES:

- Develops the Ministry/Department's ICT vision, policy, strategic plan and standards in alignment with the overall ICT mission, business plan and best practices.
- Leads and manages medium-scale ICT projects, including the identification and mitigation of project risk; ensures quality in delivery and timeliness and facilitates effective utilisation of resources.
- Manages strategies to maintain the confidentiality, integrity and availability of the Ministry/Department's information systems and when necessary, to ensure, the restoration of such information systems.
- Monitors the implementation of the ICT vision, policy and strategic plan to ensure compliance with organisational policies, procedures and the overall information management strategy.
- Manages the selection, implementation, operations and evaluation of security controls
- Assesses the Ministry/Department's need for ICT services and recommends the most appropriate and cost effective solutions in meeting these needs; engages stakeholders in the planning and implementation of change needed for effective use of the ICT services of the Ministry/Department
- Provides technical management of the ICT operations, and ensures that the Ministry/Department's agreed service levels and data integrity requirements are met, and that all relevant procedures are adhered to.
- Assesses and addresses user requirements, provides advice and recommendations, and takes action to ensure that proposed ICT solutions are properly understood and appropriately utilised by users.
- Maintains the policy, standards and procedures for security, and monitors the application and compliance of security operations procedures.
- Develops budget, facilitates procurement, negotiations and contracting and monitors IT expenditure in the Ministry/Department, and ensures that all ICT financial targets are met for ICT projects and operations.
- Keeps abreast of new methods and trends in ICT technology and products in order to advance and improve the Ministry/Department's ICT capability.
- Makes recommendations for staffing to ensure that there are adequate skilled ICT personnel to meet ICT service delivery plans.
- Supervises professional, technical and support staff.
- Performs other related duties as assigned.

<b>KNOWLEDGE, SKILLS AND ABILITIES:</b>	
<b>KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>▪ Extensive knowledge of the principles, tools and techniques required for the management and control of ICT within a regular government based or business organisation.</li> <li>▪ Considerable knowledge of project management tools and techniques.</li> <li>▪ Knowledge of relevant Public Service rules and regulations, instructions and procedures.</li> <li>▪ Knowledge of business process reengineering.</li> <li>▪ Knowledge of relevant financial and procurement processes, rules and regulations.</li> </ul>
<b>SKILLS AND ABILITIES:</b>	<ul style="list-style-type: none"> <li>▪ Ability to manage multi-disciplinary teams and technical and professional staff.</li> <li>▪ Ability to manage ICT projects.</li> <li>▪ Ability to think creatively and to implement leading-edge technology solutions.</li> <li>▪ Ability to negotiate and manage complex technical contracts.</li> <li>▪ Ability to communicate effectively both orally and in writing.</li> <li>▪ Ability to manage change in the public sector.</li> <li>▪ Ability to promote teamwork and to manage conflict.</li> <li>▪ Ability to establish and maintain effective working relationships with colleagues.</li> <li>▪ Ability to interact positively with members of the public and external stakeholders.</li> </ul>
<b>MINIMUM EXPERIENCE AND TRAINING:</b>	
<ul style="list-style-type: none"> <li>▪ Minimum of five (5) years' experience performing at a management level in the area of ICT, including at least two (2) years in the development, implementation and operation of enterprise-wide ICT systems.</li> <li>▪ Training as evidenced by the possession of a recognized Bachelor's Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area.</li> </ul> <p style="text-align: center;"><b><u>OR</u></b></p> <ul style="list-style-type: none"> <li>▪ Minimum of seven (7) years' experience at a management level in the area of ICT, including at least two (2) years in the development, implementation and operation of enterprise-wide ICT systems.</li> <li>▪ Training as evidenced by the possession of a recognized Bachelor's degree</li> <li>▪ Certification in the area of ICT.</li> </ul> <p style="text-align: center;"><b><u>OR</u></b></p> <ul style="list-style-type: none"> <li>▪ Minimum of ten (10) years' experience at a management level in the area of ICT, in addition to least five (5) years' experience in the development, implementation and operation of enterprise-wide ICT systems.</li> <li>▪ Training as evidenced by the possession of a two-year Diploma in IT from a recognised institution.</li> </ul>	