INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TECHNICIAN

COMPANY: Holding Company

DIVISION: Corporate Services

UNIT/DEPARTMENT: Information and Communication Technology

CATEGORY OF STAFF: Contract

JOB PURPOSE:

- The incumbent is required to provide technical support in the operations and maintenance of the ICT infrastructure including voice, data and security systems to ensure effective and efficient operations of the Trinidad and Tobago Housing Development Corporation and its three (3) Subsidiaries (HDC Group).

WORKING RELATIONSHIPS:

- Reports to the Manager, Information, Communication and Technology.
- Works closely with service providers, internal and external stakeholders.

MAJOR DUTIES & RESPONSIBILITIES:

- Assists staff with the release and deployment of changes and updates to the live IT environments by administering the recording of activities and results; and by assisting with early support activities such as providing support advice to initial users.
- Assist in monitoring, maintaining and optimizing network performance, system applications, resources and backup procedures within the Corporation's requirements.
- Assist in providing system updates, upgrades and the replacement of old applications and hardware.
- Assist in installing and configuring a range of appliances, including servers, desktop and laptop computers, routers, printers, mobile phones, and tablets.
- Assist in troubleshooting and resolving computer and electronic issues and provide ICT support to operational staff of the HDC Group when necessary.
- Contributes to maintenance, installation and problem resolution for the IT and networking infrastructure.
- Logs all computer, terminal, and printer hardware/software problems. Calls appropriate maintenance organizations and arranges for repair. Notifies manager of unusual problems.
- Prepares and submits reports in accordance with the Corporation's requirements.
- Liaises with internal and external stakeholders; as required.
- Performs any other related duties and responsibilities consistent with the job title/position.

QUALIFICATIONS AND EXPERIENCE:

- Associate's Degree or Diploma in Information Technology, Computer Science, Computer Engineering; or equivalent qualification in a related discipline;
- Two (2) years in a similar position; or
- Equivalent combination of training and experience.

KNOWLEDGE AND SKILLS:

- Proficiency in MS Office (Outlook, Word, Excel, PowerPoint and Project) and other software tools MS Windows 2008/2012, SAN storage, Hyper –V Environment; Domain Environment, MS exchange 2013, System Centre 2012.
- Knowledge of defined components of IT and networking infrastructure.
- Knowledge in the configuration and administration of local, area, wide and wireless networks.
- Some knowledge of the tools and techniques required for the management and control of ICT within a government based or business organisation.
- Some knowledge in the installation of enterprise server infrastructure and management applications.
- Ability to manage multiple tasks/projects.
- Ability to install/remove hardware and software.
- Ability to recognise and correct IT based security breaches.
- Ability to be detail oriented.
- Ability to understand and troubleshoot computer and electronic issues.
- Ability to use the internet for research purposes.
- Ability to work as part of a team.
- Excellent communication skills (oral, written and interpersonal).
- Excellent customer service skills.
- Excellent time management skills.
- Good analytical and reasoning skills

PHYSICAL REQUIREMENTS:

- Prolonged periods sitting at a desk and working on a computer.
- Frequently required to stand, walk, carry or pull.
- May be required to climb, bend or squat on occasion.
- Must be able to lift and/or move and occasionally lift or pull 25-50 pounds.

Applicants will be required to email their applications to **www.employtt.gov.tt** with the name of the position in the subject of the email.
The deadline for receipt of applications is **Thursday March 6, 2025 at 11:59 p.m.**