



The Southern Academy for the Performing Arts

**SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)  
JOB DESCRIPTION**

ICT Officer

SJD-2023-0113-ADM

<b>TITLE:</b> INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) OFFICER	<b>POSITION STATUS:</b> CONTRACT <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/>
<b>DEPARTMENT:</b> ADMINISTRATION	<b>SECTION:</b> HUMAN RESOURCES AND ADMINISTRATION
<b>REPORTS TO:</b> INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SPECIALIST	<b>SUPERVISES:</b> N/A
<b>INCUMBENT:</b>	<b>LOCATION:</b> SAPA, SAN FERNANDO

**PURPOSE**

The ICT Officer provides technical support in the operations and maintenance of the ICT infrastructure. Responsible for installation and support of personal computers and related software; monitoring of the operations of the organisation IT and networking infrastructure. Provides support for the installation of computer room and networking infrastructure, responding to and addressing IT incident reports and requests for help from all departments.

**Operational/Technical/Professional:**

- Provides timely response for support made by any employee of the organisation and ensuring responses are addressed in accordance with standard operating procedures.
- Ensures resolution of support request made in accordance with established service level agreements, whether executed remotely or physically.
- Escalates any technical support issues to the respective subject matter expert for timely resolution.
- Liaise with third party suppliers in instances where outsourced failure or service request is requiring additional input.
- Provides weekly and monthly reporting in accordance with key performance indicators.
- Conducts regular preventative maintenance checks and inventory update on IT all assets.
- Provides first line response for infrastructure equipment request which includes but is not limited to all structured cabling, wired and wireless devices, physical and virtual servers, power protection units, firewall, surveillance and access control equipment, phone, and paging systems etc.
- Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs to ensure 99.9% service uptime.
- Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular security monitoring to identify any possible intrusions. Reports on findings and identifies solutions to ensure system security.
- Provides support for all communication and security services which includes network administration for users and computing devices (desktops, laptops, tablets, mobile), email services, voice services, instant messaging services, corporate antivirus and other security services use in the protecting of the above from external security threats.



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- Assigns, deploys, tracks and maintains all end user assets which includes but is not limited to desktop, laptops, tablet, mobile devices, printing devices (network, local and portable), desk phones, multimedia equipment including projectors, television, public address system.
- Provides hardware support for all equipment directly interfacing with any associated enterprise resource planning applications.
- Delivers timely execution of incident management and change fulfilment in accordance with procedures and processes outlined by IT services provided from SAPA.
- Collects data on the performance of end point devices to ensure effective decision-making regarding procurement and replacement.
- Ensures that policies and procedures are in place for the effective maintenance and management of access and security to organisation data both internally and externally.
- Schedules maintenance and upgrades based on new software releases to ensure effective user access.
- Sets up new user accounts, amends existing users, amends groups, unlocks accounts, changes passwords, amends settings.
- Defines, updates and approves the standards for hardware configuration and devices including desktop computers, printers, tablets, phones and mobiles including the installation and configuration of software as required.
- Executes any other related duties as assigned.

### **KEY RELATIONSHIPS**

**Internal:** Leadership and Management Teams, Sub Committees of the Board, All Departments.

**External:** Professional bodies, government authorities and regulatory bodies, suppliers/contractors, and External Consultants.

### **PERSON SPECIFICATION**

#### **Education:**

- A Bachelor's Degree in Information Technology or Computer Science from an accredited college/university or any other relevant degree.
- Microsoft Certified Professional certificate in Microsoft Certified Systems Administrator (MCSA) / Microsoft Certified Systems Engineer (MCSE)
- Cisco Certified Network Associate (CCNA) / Cisco Certified Network Professional (CCNP) or equivalent qualification
- Project Management Professional (PMP)

#### **Experience**

- A minimum of (3) Three years' experience in a similar role.
- Experience working with VMWare and Windows Server 2012/2016/2019 and any corporate firewall solutions would be an asset.
- Experience implementing and supporting data center equipment not limited to servers, storage units, network switches, Wi-Fi solution.

### **JOB COMPETENCIES:**

#### **Knowledge/Skills**

**Knowledge of:** ITIL / COBIT frameworks, ICT Security, ICT systems, Network account management, ICT security, firewalls, database administration, knowledge management, IT asset management and inventory, networking, IT risk management

- Teamwork



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## **SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA) JOB DESCRIPTION**

- Problem Solving and Analytical Skills
- Customer Service
- Planning and Organizing
- Relationship Management
- Communication (oral & written)
- Technical and Professional Skills

### **KEY ATTRIBUTES:**

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Ability to analyze and recommend improvements in information technology, collect, and interpret information, apply criteria, and make recommendations.
- Complex problem-solving skills, ability to identify complex problems and review related information to develop and evaluate options and identify solutions.
- Strong analytical, numeracy, diagnostic and research skills

### **WORK ENVIRONMENT**

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- Work is regularly performed and or supervised in a combination of office and performance stage environments and is often exposed to light and glare, heights, loud sound, and noises, falling objects.
- This job operates at irregular hours based on the schedule of the theatre and the incumbent is required to work late and/or work shift, public holidays and weekends based on the theatre schedule.