



RS FORM 2 - JOB DESCRIPTION

SECTION A – POSITION DETAILS

POSITION TITLE:	PROGRAMMER APPLICATION SUPPORT OFFICER
MINISTRY/OFFICE:	Ministry of Finance and Treasury (MoFT)
DIVISION: CSS/SIG ICT SERVICES	DUTY STATION: ICTS Headquarters
POSITION NUMBER: 273-00346	MINISTRY VACANCY NUMBER:
POSITION LEVEL: 8/9	SALARY RANGE: \$54,414.22 - \$67,273.70
THIS POSITION REPORTS TO:	Manager - Information Systems
POSITIONS SUPERVISED:	Nil

SECTION B - SCOPE OF DUTIES

The Ministry of Finance and Treasury is mandated to facilitate the provision of sound advice on monetary, budget and fiscal policy; services include statistics, economic management, governance, financial reporting, revenue collection, border protection and ICT services across the Public sector.

The SIG ICT Services (formerly Information Communication Technology Support Unit (ICTSU)) fulfils its mandate through three core functions, which are aimed at reducing the ICT burden to Ministries, and ensure there is consistency in the delivery of ICT Advice and Services. They are ICT Strategic Advice and Innovation, ICT Business Process and Management (ICT Projects) and ICT Operational Support.

This role is a part of the SIG ICTS IS Team and will primarily be responsible for resolving application system issues and problems across various SIG core business applications. This role assists the Manager – Information Systems to oversee all SIG Information Systems in production.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Provide through the SIG ICTS Helpdesk System, guidance and support for SIG business application end-users to ensure that the business application systems supported by the SIG ICT Services are maintained to the highest possible standard;
2. Support SIG business application installations, configurations, hotfixes, patching, and upgrades; timely problem resolution by working closely with internal and external stakeholders;

3. Provide support with implementation of SIG ICT Projects and provide business analytical advice and technical input where required;
4. Maintain technical documents and procedures as well as disseminating and advocating compliance (through training) to SIG ICTS IS team procedures and policies to internal and external stakeholders;
5. Carry out daily monitoring of SIG core application systems performance and manage the parameters in order to provide updated situational report to Manager – Information Systems. Ensuring optimal performance metrics and load balancing of SIG core business applications;
6. Maintain industry best practices, standards, methodologies, frameworks, including adherence to related legal frameworks governing data access and protection ensuring application is secure from cybersecurity threats;
7. Work closely with Database Administrator, Ministry System Administrators, Project Managers, and System Vendors (Overseas and Local), to ensure SIG core business applications are performing to capacity with up to date security on the applications and hosting environment.
8. Undertake any other duties as reasonably required by the Manager - Information Systems, ICTS Deputy Directors, and ICTS Director.

SECTION D - KEY DELIVERABLES

The incumbent of this position will have their performance assessed according to following key deliverables:

1. A high standard of guidance and support being provided to SIG business application end-users; measured by the number of Helpdesk tickets/requests for application support statistics which should be maintained at minimal to zero levels;
2. Quantity and quality of support provided with business application installations, configurations, hotfixes, patching and upgrades; Problem analysis and resolutions found for SIG business application problems together with timely reporting and escalation of application problems to the Manager Information Systems, internal and external stakeholders;
3. High standard of research and support provided with assigned projects. Lead installations, security updates, code migration, testing and system upgrades, including end-user trainings with a cybersecurity-oriented approach;
4. ICTS technical documents and procedures easily accessible, reviewed and updated regularly; Quantity and quality of in-house training provided for SIG Information Systems officers;
5. Quantity and quality of reporting on SIG core application systems performance; quick response times to end-users and optimal performance metrics and load balancing achieved maintaining a 99.99% application uptime on a daily basis;

6. Quantity and quality of industry best practice, application of development standards, methodologies, frameworks applying legislation governing data access and protection, ensuring SIG applications are secure from cybersecurity threats;
7. Consistent and professional participation working with internal and external stakeholders to ensure SIG core business applications perform to capacity with a secure applications and hosting environment;
8. All other duties completed to the satisfaction of the Manager - Information Systems, ICTS Deputy Directors, and ICTS Director. Maintains 100% attendance and compliance with Code of Conduct.

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

Bachelor's Degree in Computer Science, Information Systems or relevant ICT qualification or three years' professional experience in ICT systems and operations role;

Desirable Qualifications

Nil

Knowledge and Experience

- Excellent knowledge and previous experience problem solving and troubleshooting information systems and production
- Excellent knowledge of Windows Server 2012 and 2016
- Good understanding on Linux Server distributions (Ubuntu and CentOS)
- Experience with any Project Management methodology (Prince2, PMBOK, Lean, Agile, etc)
- Experience with Business Analysis Techniques (SWOT Analysis, MOST Analysis, PESTLE Analysis, System Analysis, Business Model Analysis, Mind Mapping, Process Design, etc)
- Experience with any application development methodology (Waterfall, Agile, SCRUM, LEAN, FDD)
- Experience with any programming language (C#, C++, Java, Python, Javascript, PHP, VB.NET, Kotlin, Ruby)
- Knowledge of Relational Database Management Systems (MS SQL Server, MySQL, PostgreSQL).

Capabilities Required

- Ability to convey information to, influence, guide, and mentor internal and external stakeholders
- Ability to analyse user needs and requirements, map processes and document results
- Ability to interpret and apply SIG policies and data governing legislation
- Ability to work in complex and fast changing environments with multiple stakeholders and delivery demands.
- Ability to work independently with minimal supervision and assistance.

SECTION F - KEY SELECTION CRITERIA

Suitability for this position will be assessed against the following key criteria:

- KSC1** Previous experience working in an IT team(s) supporting installations and maintenance of business application systems in a large organization;
- KSC2** Demonstrated ability to complete problem analysis, find resolutions prioritise tasks and escalate issues to mitigate risks of potential downtime with SIG business application systems;
- KSC3** Previous experience managing a small or medium sized IT project applying project management methodology;
- KSC4** Excellent written and verbal skills including the ability to translate technical and logical concepts of enterprise application client-server architecture into layman terms;
- KSC5** Demonstrated strong ethical convictions, a commitment to quality service and ability to complete work in a high-pressure environment;
- KSC6** Outstanding work attendance record and a strong commitment to upholding Public Service Values and Code of Conduct

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$2, 092.85 – \$2,587.45 Annual Salary: \$54,414.22 - \$67,273.70

Annual Leave entitlement: As per Ministry of Public Service Policy

Other Conditions of Service relevant to this position:

- *A* Housing Allowance or access to the Public Service Rental Scheme
- *B* Special Duty Allowance is payable on fortnight basis.
- *C* Other standard leave entitlements outlined in the General Orders for SIG Public Servants.

SECTION H - APPROVAL *(Business use only)*

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the position and will assist the Ministry/Office to achieve its corporate objectives:

.....
Permanent Secretary/Responsible Officer

.....
Date Approved

Additional Comments: