

SCHEME OF SERVICE

Organisation: Gambling Regulatory Authority
Post: ICT Technician
Salary: Rs 21,850 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 47,675

Qualifications:

A. (a) a Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings or

(b) passes not below Grade C in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject.

Note

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess in at least two subjects at “Principle Level” and one subject at “Subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examination.

B. A Cambridge Higher School Certificate or passes in at least two subjects obtained on one certificate at the General Certificate of Education “Advance Level”.

C. A Diploma in Information Technology from a recognised institution

OR

Equivalent qualifications to A, B and C above acceptable to the Board of the Gambling Regulatory Authority (GRA).

D. Candidates should –

- (i) reckon at least two years’ post-qualification experience in user support and troubleshooting of hardware, software and network;
- (ii) be conversant with Internet and Office automations tools;
- (iii) have good interpersonal and communication skills;
- (iv) be able to meet tight deadline; and
- (v) have good organising skills and able to work in a multi-disciplinary team.

Candidates should produce written evidence of experience claimed.

Duties:

1. To be responsible to the Chief Executive through the Manager, Information Technology for the performance of the following duties –
 - (i) to install, configure and upgrade users’ operating systems and software, using standard business and administrative packages;

- (ii) to monitor and to maintain computer equipment, systems and networks;
 - (iii) to troubleshoot system and network problems, diagnose and solve hardware or software faults;
 - (iv) to perform systems BACK UP and ensure confidentiality and security of information;
 - (v) to monitor Space/CPU Utilisation on Report Server;
 - (vi) to replace parts as required;
 - (vii) to provide support, including procedural documentation and relevant reports;
 - (viii) to support the roll-out of new applications;
 - (ix) to set up new users' accounts and profiles and deal with password issues;
 - (x) to respond within agreed time limits to call-outs;
 - (xi) to prioritise and manage many open tasks at one time; and
 - (xii) to test and evaluate new technology.
2. To act as a technical resource person in assisting users to resolve problems with equipment and data management.
 3. To liaise with suppliers for repairs and/or maintenance of ICT equipment and review service level agreements.
 4. To perform quality assurance of computer systems.
 5. To implement security measures to safeguard IT systems from threats and ensure business continuity in collaboration with all stakeholders.
 6. To ensure compliance with ICT standards, guidelines and methodologies.
 7. To use ICT in the performance of his duties.
 8. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the ICT Technician in the roles ascribed to him.

Note

ICT Technicians will be required to work outside normal working hours including Saturdays, Sundays and Public Holidays and officially declared cyclone days.