



THE GOVERNMENT OF ST CHRISTOPHER AND NEVIS

Ministry of Information, Communications, Technology and Posts

P.O BOX 186,

National ICT Center, #3 C. A. Paul Southwell Industrial Site

Basseterre, Saint Kitts

TEL: (869) 465- 2521 ext 467-1281/1607 EMAIL: technology@gov.kn

Ministry of Information, Communications, and Technology and Posts

Job Description

Job Title: Technician II

Work Location: National ICT Center, C.A.P. Southwell Industrial Site

Division/Department: Department of Technology

Reports to: Networks Coordinator

Full-time
 Part-time

Description of Post:

The Technician II is responsible in the field on a day-to-day basis, ensuring tasks are completed by junior technicians. This role assists the teams with issues that cannot be easily solved, so as to give the teams more support.

Duties and Responsibilities for the post include but are not limited to the following:

- Carry out task assigned by the Coordinator or the Technical Specialist
- Oversee individual technicians on a day-to-day basis as it relates to jobs being carried out
- Report back on the proceedings of the day.
- Submit their own jobs along with those forwarded by junior technicians to the technical specialist.
- Head the team to which he/she is assigned to
- Produce schedule for preventative methods for the hardware and software
- Perform hardware and software repairs
- Maintain hardware and software in an effort to support projects (GWAN, VOIP, etc.)
- Produce reports on equipment and software
- Perform physical network repairs where necessary (keep network healthy)
- Any other duty that may be assigned.

Education and/or Experience:

The Applicant must have the following skills:

- At least an associate degree in a technology related field
- Certification in Hardware +, Network +
- At least 2 years experience in the field of hardware and networking
- Experience in Cabling would be a plus

Skills and Competencies

- Ability to work well with others and lead
- Good problem solving skills
- Good customer service skills.
- Adaptability to a fast-paced environment
- Must be able to speak to others and convey a message effectively
- Ability to communicate effectively with technical and non-technical staff
- Strong report writing and oral communication skills.
- Highly self-motivated and directed.

Salary: K22--K27 / K28-- K32 \$38,148 - \$47,388) / (49,308-- \$57,228) per annum

Please send applications to:

**Permanent Secretary
Ministry of Information, Communications, and Technology
P O BOX 186,
NATIONAL ICT CENTER, #3 C. A. PAUL SOUTHWELL INDUSTRIAL SITE
BASSETERRE, SAINT KITTS
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