

JOB SPECIFICATION & DESCRIPTION

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Job Title: Secretary
Department: Technology
Location: National ICT Centre

Job Summary

The Digital Training Unit is responsible for providing digital skills training for public officers, managing a set of rental spaces at the National ICT Centre (NICTC), and overseeing the use of the Examination Centre at the NICTC. The person in this role within the Digital Training Unit (DTU) is responsible for providing administrative support to the Unit, proctoring examinations, and handling requests for rental spaces at the National ICT Centre.

Education and Experience

Minimum requirements for this role are:

- i) At least 5 CSEC subjects including Information Technology and Mathematics
- ii) CSEC physical/life sciences (Chemistry, Biology, Environmental Science, Geography) will be an asset.

Specific Knowledge Required

Ability to manage projects with multiple stakeholders

A demonstrated interest in digital technology

Knowledge of tools used to document business processes

Specialised Techniques/Skills

A suitable candidate for this role:

- i) is highly self-motivated & possesses an exceptional work ethic
- ii) has a hunger for learning and overcoming challenges
- iii) works well on teams of persons with diverse backgrounds
- iv) has an interest/experience in experimentation & problem solving within defined constraints
- v) is an independent thinker
- vi) has a demonstrated capacity for analysis and critical thinking
- vii) communicates well through written and verbal modes
- viii) handles conflict in a mature manner with the aim of reaching a speedy resolution

Working Hours

Monday to Friday 8:00 am to 4:00pm

Working Conditions

Normal working environment

Assigned shared office and individual email account

JOB DESCRIPTION

Reporting & Organisational Relationships

Reports to: Coordinator Development, Digital Training Unit

Nature of Supervision Received:

Direction on how to manage the operation of the spaces, how to troubleshoot issues with exams, and navigating training material for certification as a proctor.

Liaises with:

Internally - administrative staff, receptionist

Externally - public officers in other departments, general public

Duties & Responsibilities

A. Exam Proctoring

1. Remain up to date with relevant training
2. Prepare for & proctor examinations in line with requirements set by exam providers
3. Monitor the exam timetable and schedule proctors for sessions
4. Respond to public's queries regarding matters related to exams

B. Space Management

5. Respond to client requests for spaces & update room management system
6. Prepare rooms, furniture, and equipment for events
7. Assist guests & facilitators with technical & other challenges during meetings
8. Follow up with clients for outstanding payments

C. Administration

9. Monitor & report on use of Unit's inventory/equipment
10. Report on usage of exam room for certifications
11. Report on revenue from exam proctoring activities
12. Produce regular reports on room usage, overdue accounts & financial metrics
13. Produce regular reports on training progress & outcomes

D. Any other duties & responsibilities that may be assigned

Performance Criteria

This job is satisfactorily performed when:

1. Clients receive adequate technical support during events at the National ICT Centre
2. Relevant reports are submitted monthly/quarterly
3. Room requests are completed within a reasonable time
4. Clients complete exams in a safe and supportive environment

Salary Scale

K10 - K21 (\$24,516 - \$39,204)

This document is a true and accurate description of the position.

Incumbent(s)

_____/_____/_____
Date

Head of Department

_____/_____/_____
Date