



# THE ACCREDITATION COUNCIL OF TRINIDAD AND TOBAGO

# EMPLOYMENT OPPORTUNITY

## INFORMATION TECHNOLOGY ASSISTANT (ON CONTRACT)

### JOB OBJECTIVE

To support the information technology infrastructure and systems of The Accreditation Council of Trinidad and Tobago (ACTT), by ensuring full availability of the systems to the end users and providing technical support to ensure that users are able to use their systems effectively and efficiently.

### DUTIES AND RESPONSIBILITIES

- Maintain and update all information on ACTT's website to ensure currency and accuracy;
- Manage information systems network by checking and ensuring network and internet connectivity, and server and printer functionality;
- Maintain 99% uptime of systems for availability to staff by troubleshooting and resolving hardware and software problems; performing maintenance on user workstations, network equipment, servers, VoIP phone system (PBX and Phones) and tracking software for phone, printer and internet usage;
- Liaise with internal and external suppliers to obtain quotations for products and services, make recommendations to the IT Officer and follow up with suppliers to ensure project completion;
- Provide technical support and training on the use of various applications and equipment to end users as required (by request or upon roll-out of new hardware/software);
- Investigate and research new technologies and assist with deployment and implementation of new software and hardware to provide appropriate solutions;
- Aid in protecting the integrity and accessibility of user data by creating and maintaining user accounts and user access rights on a server and by managing daily data backups of user information;
- Manage PBX phone and VOIP system by assigning internal extensions, codes for external calls and resetting of mailbox password and updating information on a call tracking system;
- Design, create and manipulate access databases for staff as the need arises; and
- Provide reports to supervisor on projects and activities and assist in the development of monthly department reports

### QUALIFICATIONS/CERTIFICATIONS/EXPERIENCE

- Diploma/Associate degree in Computer Science or a related field of study
- Experience in computer networking and troubleshooting hardware and software issues
- Experience working with Active Directory in a Windows-domain environment
- Experience in website/database maintenance will be an asset

### PERSONAL ATTRIBUTES

- Strong interpersonal skills
- Excellent oral and written communication skills
- Ability to work with all stakeholders
- Trustworthiness and reliability
- Ability to maintain utmost confidentiality
- Excellent organisational, time management and interpersonal skills

Please submit applications to:

The Human Resource Officer  
The Accreditation Council of Trinidad and Tobago (ACTT)  
Level 3, Building B, Pan American Life Plaza  
91-93 St Vincent Street, Port of Spain  
*or via email:*  
[vacancy@actt.org.tt](mailto:vacancy@actt.org.tt)

Deadline for all applications: May 29, 2013

UNSUITABLE APPLICATIONS SHALL NOT BE ACKNOWLEDGED.