



**TOBAGO REGIONAL HEALTH AUTHORITY**  
**Job Title: Information Technology Technician III**

New

Position Number: \_\_\_\_\_

Revised

Reports to: Service Delivery Administrator

Department: Information and Communications Technology

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

**JOB SUMMARY**

The Information Technology Technician III takes on a senior role in information and communication technology support. They are responsible for managing and overseeing complex IT projects, designing and implementing advanced network solutions, providing expert troubleshooting for intricate issues, and mentoring junior staff. This role requires a deep understanding of emerging technologies and plays a key part in strategic planning and decision-making related to IT infrastructure within the Authority.

**RESPONSIBILITIES**

- Installs microcomputers, network drops, software and peripheral equipment, following procedures and using hand tools
- Provides strong technical hardware, software and network assistance and maintenance to all end users
- Assists in minimizing down time and help achieve the most efficient use of technology available
- Documents all questions and incidents with detail, for both accurate metrics and to help build a rich IT knowledge base
- Ensures that problem reports received are tracked and monitored through to resolution, while providing feedback to the end user
- Assists in the customization and adaptation of existing hardware/software to meet users' requirements
- Connects users to networks including VOIP
- Performs system upgrades, software updates and hardware maintenance to ensure operational effectiveness

- Executes schedules and protocols developed for backups, maintenance and training
- Trains users on the use of new equipment
- Organises personal computer software training for the Authority and conducts training sessions and provide training in system use and access
- Adds users to the Domain as well as disable accounts, creates email accounts for users with the authorized request form
- Maintains knowledge of current technological developments/trends in area of expertise
- Adheres to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, MoH/ DHSS, and TRHA Protocols, Guidelines, Policies and Procedures and legislation
- Performs other related duties as assigned

**ACCOUNTABILITIES**

- Monthly Reports

**AUTHORITIES**

- To schedule projects in order of priority
- To build services relationships with users

**SPECIAL REQUIRMENTS**

- Willing to work overtime, public holidays and weekends as requested by the Service Delivery Administrator
- Staff must avail themselves as far as possible for duty in the event of an emergency or disaster
- Holder of a valid driver's license

**SUPERVISORY RESPONSIBILITY**

Directly: Information Technology Technicians I - II

**REPORTING**

Reports directly to the Service Delivery Administrator or duly authorised officer

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of current technological developments/trends in area of expertise.

- Strong troubleshooting skills
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems
- Ability to determine computer problems and to coordinate hardware and/or software solutions and to perform preventative maintenance on computer hardware and software
- Innate understanding of urgency and the escalation of an issue quickly when appropriate
- Ability to work independently with minimum supervision
- Ability to maintain a good working relationships with users, co-workers and external agencies

**CREDENTIALS AND EXPERIENCE**

- BSc. degree from an accredited College or University with Major course of study in Computer Sciences, Information Technology or Computer/Management Information Systems with one (1) year’s experience in a similar position or,
- Associate’s Degree from an accredited College or University in Computer Sciences, Information Technology or Computer/Management Information Systems with a minimum of three (3) year’s experience in a similar position
- Microsoft Certified Systems Administrator (MCSA)/ Microsoft Certified IT Professional (MCITP) Server Administrator certified.
- A+ and Network + certified.
- Experience in the Windows environment would be considered an asset.

**APPROVALS:**

Supervisor: _____	Date: _____
Human Resources: _____	Date: _____
CEO: _____	Date: _____

**Employee Review:**

*I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities, and understand that the performance of other duties will be required from time to time in order to meet the Authority's needs. I have been given a copy of this description.*

**Incumbent's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

