

CE Project Job Description: Information and Communication Officer

Job Title:	Information and Communication Officer		
Key Tasks	Skills	Y	N
1. Technical Support	<ul style="list-style-type: none"> • Provision of technical services to staff and service users using a helpdesk model. • Provision of I.T. skills training to staff and service users. • Network support in a Microsoft Windows and Citrix environment. 		
2. Maintenance of Networks	<ul style="list-style-type: none"> • Assist with the maintenance of servers (including virtual servers). • Provision and management of Internet and Email services using Microsoft Exchange. • Supporting the maintenance of system security and integrity utilising anti virus, anti spy and anti SPAM software. • Monitoring back up's. • Installation monitoring and maintenance of computer hardware. • Installation monitoring and maintenance of software – Server and Client. 		
3. Department Support	<ul style="list-style-type: none"> • Assisting with licence management and compliance. • Liaising with vendors and external service providers in relation to the pricing and provision of solutions in accordance with best value practices. • Supporting existing financial, HR and database applications. • Support and management of remote access solutions. • Delivery and maintenance of web technologies i.e. on line forms and intranet portal. • Additional duties that may be assigned from time to time. 		

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