



**CE Project Job Description  
Information and Communication Assistant**

<b>Job Title:</b>	<b>Information and Communication Officer</b>		
<b>Key Tasks</b>	<b>Skills</b>	<b>Y</b>	<b>N</b>
1. Technical Support	<ul style="list-style-type: none"> <li>• Provision of technical services to staff and service users using a helpdesk model.</li> <li>• Provision of I.T. skills training to staff and service users.</li> <li>• Network support in a Microsoft Windows and Citrix environment.</li> </ul>		
2. Maintenance of Networks	<ul style="list-style-type: none"> <li>• Assist with the maintenance of servers (including virtual servers).</li> <li>• Provision and management of Internet and Email services using Microsoft Exchange.</li> <li>• Supporting the maintenance of system security and integrity utilising anti-virus, anti-spy and anti-SPAM software.</li> <li>• Monitoring back-ups.</li> <li>• Installation monitoring and maintenance of computer hardware.</li> <li>• Installation monitoring and maintenance of software – Server and Client.</li> </ul>		
3. Department Support	<ul style="list-style-type: none"> <li>• Assisting with licence management and compliance.</li> <li>• Liaising with vendors and external service providers in relation to the pricing and provision of solutions in accordance with best value practices.</li> <li>• Supporting existing financial, HR and database applications.</li> <li>• Support and management of remote access solutions.</li> <li>• Delivery and maintenance of web technologies i.e. on-line forms and intranet portal.</li> <li>• Additional duties that may be assigned from time to time.</li> </ul>		

Updated: 09/10/2017