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## **OFFICE OF THE PRIME MINISTER**

### **1. Job Title**

#### **HEAD OF ICT AND DATABASE MANAGEMENT**

### **2. Summary**

The ICT Officer is responsible for the maintenance of all IT systems and equipment in the Office of the Prime Minister so that these systems remain functional and in good working conditions. The incumbent shall also be in charge of effective management of data related storage and management.

#### **Objectives of the Job**

- Strategic coordination of information resources across the organization/institution/department;
- Organizes and manages physical and electronic records on the institution/department's activities;
- Manage the overall technology infrastructure, maintaining it secure and stable;
- Assist the staff on all ICT related assignments when needed, as well as train the staff to operate certain Apps and software;
- Responsible for the system administration (general computer support, upgrades, end user support); and,
- Contribute to various IT projects and tasks.

### **3. Duties**

The duties and responsibilities of the Head ICT and database management are to be:

1. Ensure that internet related application such as E- Mail clients, E mail servers, FTP server and Web Browsers are working properly and required measures are taken in terms of internet security and Web Blocking to ensure uninterrupted internet access;
2. Work with IT providers and third party vendors to provide solutions to problems utilizing required technologies;
3. Manage the operation and maintenance of the Local Area Network (LAN) and Wide Area Network (WAN) systems;
4. Ensure data backup of the computers according to agreed schedule to ensure security of all computer-stored data;
5. Troubleshoot all software and hardware IT problems of staff on a daily basis, resolving any individual computer problems;

6. Ensure timely installation and upgrading of anti-virus software on all computers provided by the Office of the Prime Minister;
7. Advise all staff on anti-virus good practices;
8. Assist in updating of the HR performance management database if and when it is required;
9. Liaison with necessary parties, in all IT related issues, in order to have good quality internet;
10. Maintain CCTV cameras and systems including backup of images to ensure security of data;
11. Assist in analysing network workload, monitoring performance and diagnosing problems;
12. Create models for new database development and/or changes to existing ones; and,
13. In charge of web developing, as well as the update and maintenance of the institution's website.

## **Deliverables**

1. Annual plan and budget;
2. Develop and ICT policy framework, in coordination with NCSC existing practices;
3. Construct an efficient data management system;
4. Provide guidelines on the existing data management policy and data management procedures;
5. Quarterly and annual reports;
6. Monthly and annual reports on the status of the ICT technology used by the office, as well as suggestions towards the optimization of the software and systems used;
7. Provide effective IT systems; and,
8. Help develop and implement IT standards and policies, and provide technology support and solutions to meet the needs of the organization.

## **4. Key Qualifications**

### **Education**

Bachelor of computer science or IT

### **Experience**

4 Year of experience in ICT environment

## 5. Requirements

The incumbent must demonstrate the following skills:

1. Accounting and bookkeeping skills;
2. Analytical skills;
3. Methodical;
4. High attention to details;
5. Communications skills;
6. Computer skills including the ability to operate computerized systems, spread sheets, email, databases, and word-processing software at a highly proficient level;
7. Report writing;
8. Knowledge of different operating systems and all related utilities;
9. Knowledge of relational databases, database management and software engineering;
10. Good knowledge of programming languages, web development software and networking tools;
11. Ability to analyse unfamiliar data structure;
12. Ability to think logically and to solve problems analytically;
13. Strong interpersonal and communication skills; and,
14. Excellent oral and written English and Somali languages.

### Competency Requirements

1. Competence in ICT procedures and good practices;
2. Be organised;
3. Possess cultural awareness and sensitivity;
4. Demonstrate sound work ethics;
5. Communicate effectively;
6. Demonstrates commitment to organisation/ corporate/institutional decisions;
7. Provide objective advice based on sound analysis;
8. Focus on outcomes; and,
9. Functions effectively in a team of professionals.

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