2022 POPULATION AND HOUSING CENSUS
INFORMATION TECHNOLOGY OFFICER
TERMS OF REFERENCE

The **Internal Census Committee** (ICC), tasked with the coordination of activities for the 2020 Round of Population and Housing Census, has considered and determined the employment of **Information Technology Officers** (IT Officers). The IT Officers will ensure that all computer equipment and software programs are working adequately in the assigned regions or part of for the 2022 Population and Housing Census.

1. OBJECTIVE

The task of the IT Officer is to provide technical support to the Field Staff of designated Administrative Region or part thereof (hereafter called the Regional Coordinating Area) to ensure that any problems with the laptops, tablets, computer accessories or the CAPI application during the field operations are resolved in a timely manner.

2. RESPONSIBILITIES

The IT Officer will be responsible for solving any technical issues related to the working of the laptops, tablets, computer accessories and the application within designated assigned region or part of a region for the 2022 Population and Housing Census.

3. DESCRIPTION OF DUTIES

The duties of the IT Officer will encompass the following:

a) **Technical Support**:

    i. Resolving all technical issues relating to the CAPI instruments and software.

    ii. Providing technical support and advice to field staff regarding the CAPI devices, accessories, software and other equipment.

    iii. Interacting with field staff to determine the nature of the problem (s) and provide technical advice regarding the problem (s).

    iv. Troubleshooting, investigating, diagnosing and maintenance of the hardware and software system.

    v.   Installing and configuring census applications if required

b) **Resource Management:**

    i.   Checking IT equipment for electrical safety.

    ii.   Managing stocks of equipment, consumables and other IT supplies.

c) **Reports**:

    i.   Submit weekly reports on challenges experienced in the fields.

    ii.   Give a general overview of the challenges encountered in the fields; outlining challenges and recommendations.

4. CHARACTERISTICS

a. **Duration**:   Six (6) months

b. **Place of Work**:   Assigned to specific region or part of a region as well as travels within the assigned area.

c. **Academic Qualifications:** A minimum of five (5) subjects, Grades 1 to 3, inclusive of Maths and English at the CSEC examination. Possession of Information Technology and or Electronic Document Preparation and Management (EDPM) would be advantageous.

d. **Preferred Knowledge/Skill/Abilities:**

    i.   Having good Information Communication and Technology (ICT) Technical Knowledge as well as an awareness of ICT technical infrastructure would be added advantage

    ii.   Ability to meet stipulated deadlines, working with little or no supervision and be always on call.

    iii.   Team player with strong communication, interpersonal, and analytical skills.

    iv.   Proactive, with an ability to anticipate, identify and resolve potential issues.

5. REPORTING

The Information Technology Officer reports to the Regional Census Coordinator.