

SADC AVIATION SAFETY ORGANISATION
Job Description Template

For Grading Use		
Band	Grade	Sub-Grade

SECTION ONE: JOB OVERVIEW

Job Title	Information and Communication Technology Specialist	Job Number	5
Department	Technical Operations	No. of Incumbents	1
Name of Analyst	PROSERVE Consulting Group	Date of Analysis	15.01.2019

ORGANISATION STRUCTURE (Title only)

Executive Director

Deputy Executive Director: Technical
Operations

**Information and Communication
Technology Specialist**

N/A

N/A

MAIN PURPOSE OF THE JOB (brief statement only of why the job exists). *Complete this statement last.*

To manage and maintain the Information and Communication Technology (ICT) systems of the SASO, data collection and collation as well as serve as the Administrator of the electronic voluntary incident reporting system.

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SECTION TWO: JOB RESPONSIBILITIES

DESCRIPTION OF TASKS/PROCESSES AND OPERATIONS

Describe what incumbent does, how he/she does it. Under each Key Result Area, identify the main activities which lead to the achievement of that Key Result Area. Start every sentence with an active verb. Use only the present tense.

KEY RESULT AREAS AND ACTIVITIES/TASKS

1. ICT PROJECTS

- 1.1 Coordinate, initiate, manage and monitor implementation of ICT projects such as the Confidential Voluntary Incident Reporting System (CVIRS) on behalf of members of SASO States
- 1.2 Facilitate collection of information on actual or potential safety deficiencies that may not be captured by the mandatory incident reporting system
- 1.3 Evaluate effectiveness of ICTs

2. IT ADMINISTRATION

- 2.1 Serve as the regional focus point for assistance with the administration of electronic safety oversight tools such as CASORT, SOFIA and other information technology tools that Member States Civil Aviation Authorities may install
- 2.2 Plan and manage information technology systems of the SASO
- 2.3 Review the SASO's business requirements and provide appropriate ICT solutions
- 2.4 Manage the information placed on the SASO website

3. AVIATION DATA

- 3.1 Create and maintain relevant databases
- 3.2 Collect and collate relevant aviation data for decision making
- 3.3 Track relevant aviation indices in the SADC region
- 3.4 Develop relevant reports

4. SOFTWARE DEVELOPMENT

- 4.1 Coordinate with the SADC Webmaster and write software as required to improve the functionality of the SASO's website and electronic business applications
- 4.2 Continuously evaluate the functionality of developed software

5. IT SECURITY

- 5.1 Ensure the security and integrity of the SASO's ICT systems and equipment
- 5.2 Develop backups and disaster recovery procedures

6. TRAINING & IT MANUALS

- 6.1 Develop appropriate ICT training programmes
- 6.2 Develop backups and disaster recovery procedures
- 6.3 Develop and maintain ICT policy manuals and technical documentation

7. RESEARCH

- 7.1 Research into latest relevant ICTs
- 7.2 Recommend adoption of appropriate ICTs

8. ANY OTHER DUTIES

- 8.1 Perform any other duties as may be assigned by the Deputy Executive Director: Technical Operations

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SECTION THREE: JOB DIMENSIONS

ROLE DIMENSIONS

Describe the quantitative data applicable to the job inclusive of budget responsibilities, number of staff, estimated value of business, number of branches, number of customers, etc.

- ❖ Coordinate work in 15 Member States
- ❖ Responsible for all SASO ICT systems/projects

KEY DECISIONS MADE

These are the 3-5 major decisions made in the job, normally flowing from agreed department / individual objectives. Start the sentence with “Decides”

- ❖ Decides on how to coordinate ICT projects
- ❖ Decides on which ICT systems to recommend for SASO
- ❖ Decides on the content of ICT manuals and technical documents
- ❖ Decides on recommendations on which ICT services to outsource
- ❖ Decides on recommendation of ICT consumables for SASO

CONSEQUENCE OF ERROR

(Describe 1 – 5 potential consequences to the organization of inappropriate judgement is exercised by this job)

- ❖ SASO inefficiency as systems become slow or system downtime is too high
- ❖ Interface failure with CAA systems
- ❖ Reputational risk
- ❖ Loss of data due to weak security

SUPERVISORY CONTROLS

Supervision Received (what supervision is received, from whom and how often it is received)

Supervision received from the DED: Technical Operations through meetings, reports and performance management

Supervision Given (what supervision is given, to whom and how often)

N/A

SECTION FOUR: JOB REQUIREMENTS

ACADEMIC QUALIFICATIONS

What is the minimum level of formal school education required for this job? (e.g., Ordinary level, Advanced level, University Degree). This may not equate to the standard of education of the present incumbent.

- ❖ Bachelor’s Degree in Information Technology or Computer Science

PROFESSIONAL QUALIFICATIONS

What is the minimum level of formal professional qualifications required to do this job? (e.g., a Diploma, Certificate, City and Guilds Apprenticeship qualifications. State length of time required for the qualification).

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- ❖ Microsoft Certified Solutions Expert/Microsoft Certified Technology Specialist (MCSE/MCTS)
- ❖ Cisco Certified Network Associate (CCNA)
- ❖ Oracle Certification Programme (OCP)
- Or equivalent certifications

EXPERIENCE

What is the minimum length and type of relevant experience required to do this job? (e.g., three year experience in the design and maintenance of certain equipment may be required for a technical position).

- ❖ 10 years relevant hands-on experience
- ❖ Including experience in networking, routing system, security infrastructure and open sources software

ESSENTIAL SKILLS OR KNOWLEDGE REQUIRED TO MEET DEMANDS OF THE JOB

Only to be completed if specific additional skills or knowledge are required to meet demands of the job.

- ❖ Excellent ICT analytical skills
- ❖ Trouble shooting skills
- ❖ Good communication skills
- ❖ Good report writing skills

LENGTH OF TIME TO FULL JOB EFFECTIVENESS

Once employed in the job, this is the length of time required before a new incumbent is sufficiently competent to meet the demands of the job. (e.g., a Finance Manager may need six months in the job before he/she can carry it out in its entirety).

- ❖ 3 months

Agreed by Incumbent:
PRINT NAME SIGNATURE DATE

Agreed by Immediate Superior:
PRINT NAME SIGNATURE DATE

Agreed by Executive Director:
PRINT NAME SIGNATURE DATE