

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE  
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Education and Human Resources, Tertiary Education and Scientific Research
- Post:** ICT Technician/Senior ICT Technician
- Salary:** Rs 19,575 x 475 – 21,950 x 625 – 23,200 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 48,425 (04 044 076)
- Effective Date:** 16 January 2017
- Qualifications:** A. By selection from among officers in the grade of ICT Support Officer on the establishment of the Ministry who reckon at least three years' service in a substantive capacity in the grade and who possess a diploma in Information Technology from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.

**NOTE 1**

In the absence of suitably qualified officers in the grade of ICT Support Officer, by selection from among candidates who –

- (a) (i) possess a Cambridge School Certificate with credit in at least five subjects including English Language and Mathematics' obtained at not more than two sittings or
- (ii) possess passes not below Grade C in at least five subjects including English Language and Mathematics at not more than two sittings at the General Certificate of Education "Ordinary Level" provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject;

**Note**

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at "Principal Level" and one subject at "Subsidiary Level" as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examinations.

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.....  
*for Senior Chief Executive  
Ministry of Civil Service and  
Administrative Reforms*

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- (b) possess a Cambridge Higher School Certificate or passes in at least two subjects obtained on one certificate at the General Certificate of Education "Advanced Level";
- (c) possess a diploma in Information Technology from a recognised institution

OR

equivalent qualifications to (a), (b) and (c) above acceptable to the Public Service Commission; and

- (d) reckon at least three years' experience in trouble shooting, maintenance and repair of ICT Infrastructure.

Qualification at (a) above should have been obtained prior to qualification at (b) above.

Candidates should produce written evidence of experience claimed.

B. Candidates should –

- (i) possess good organising, interpersonal and communication skills; and
- (ii) have the ability to work under pressure and in a multi-disciplinary team.


**NOTE 2**

Selected candidates will be appointed in a temporary capacity in the first instance and will be required to undergo on-the-job training in computer hardware and maintenance for a period of at least six months. On satisfactory completion of the on-the-job training and on being favourably reported upon, they will be considered for appointment as ICT Technician/Senior ICT Technician in a substantive capacity.

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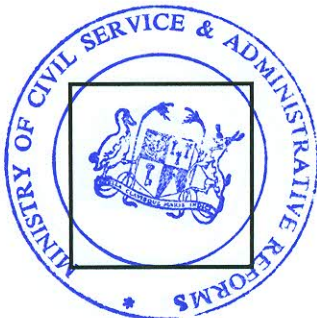
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**Duties:**

1. To be responsible to the Manager (ICT) for –
  - (i) maintaining, repairing and administering the ICT equipment including all related peripherals;
  - (ii) ensuring the proper maintenance and repairs of ICT equipment;
  - (iii) providing general technical guidance and support to end-users;
  - (iv) devising appropriate systems of security in relation to hardware and software;
  - (v) advising on the purchase of spare parts for ICT equipment;
  - (vi) maintaining and repairing all electrical/electronic teaching aids;
  - (vii) liaising with suppliers for repairs and/or maintenance of ICT equipment; and
  - (viii) troubleshooting network problems.
  
2. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the ICT Technician/Senior ICT Technician in the roles ascribed to him.

**Note**

ICT Technician/Senior ICT Technicians will be required to work outside normal working hours, as and when required.



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