

GOVERNMENT OF MAURITIUS

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

<u>Ministry:</u>	Information Technology, Communication and Innovation
<u>Post:</u>	ICT Technician (GOC) (Ex-NCB)
<u>Salary:</u>	Rs 31,365 x 400 – 31,765 x 425 – 33,040 x 560 – 35,840 x 725 – 37,290 x 925 – 39,140 x 970 – 46,900 x 1,050 – 49,000 x 1,100 – 54,500 x 1,450 – 58,850 x 1,750 – 60,600 (04 049 081) (Personal)
<u>Effective Date:</u>	18 August 2026
<u>Qualifications:</u>	By appointment of ICT Technicians of the Government Online Centre (GOC) on the establishment of the former National Computer Board (now Mauritius Digital Promotion Agency) who have been redeployed to the Ministry of Information Technology, Communication and Innovation.
<u>Duties:</u>	1. To conceive and develop training materials. 2. To install operating systems, software and utilities. 3. To assist in the deployment and configuration of IT equipment. 4. To conduct first level troubleshooting on IT equipment and network, including servers, desktops, laptops, printers, Private Branch Exchange (PBX) systems. 5. To ensure that the IT equipment is running smoothly. 6. To assist in conducting maintenance, patching and upgrades on IT equipment, as and when required. 7. To assist GOC Administrators and the Information Security Analyst (GOC) (Ex-NCB) in maintaining an updated software and servers inventory for tracking purposes. 8. To ensure that records and documentation are up-to-date. 9. To attend to client requests in a timely manner. 10. To assist GOC Administrators and the Information Security Analyst (GOC) (Ex-NCB) in logging cases and tickets for any request and follow-up to ensure timely resolution of any issue. 11. To provide all necessary assistance to any GOC cluster, wherever required. 12. 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 (GOC) (Ex-NCB) in the roles ascribed to him.

CERTIFIED CORRECT

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P. D. Neerunjun (Mrs)
for Secretary for Public Service

18 August 2026
Date.....

