



**SCHEME OF SERVICE FOR INFORMATION
AND COMMUNICATION TECHNOLOGY (ICT)
CADRE**

CIVIL SERVICE OF THE GAMBIA

**PERSONNEL MANAGEMENT OFFICE
OFFICE OF THE PRESIDENT**

OCTOBER 2012

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1. Introduction

This Scheme of Service covers professional and non professional officers working in the Information and Communication Technology (ICT) function of the Government of the Gambia. The Scheme groups together all officers who have acquired professional and sub- professional skills in ICT found in all Ministries and Departments of the Civil Service.

The Head of the Cadre is the Director of ICT who will report to the Permanent Secretary Ministry of Information and Communication Infrastructure (MOICI) .The Director will coordinate all ICT activities within the Government. The position of Deputy Director could be created in other Ministries depending on the need (i.e. volume of ICT related work and number of ICT staff in that particular Ministry).

Recruitment and Selection into the Cadre will be initiated by the Director of ICT in consultation with the Permanent Secretary MOICI and the relevant User Ministry and will be subject to approval by the Public Service Commission. There are five (5) grades within the professional group and two (2) within the sub-professional category.

2. Objectives

The main objectives for the Scheme are to:

- a. To provide a well-defined career structure in the ICT sector that will attract, motivate and facilitate retention of suitably qualified and competent ICT personnel in the Gambia Civil Service;
- b. To provide a clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure to enable officers understand the requirements and demands of their job.
- c. To establish standards for recruitment, training and advancement within the career structure on the basis of qualification, knowledge of the job, merit and ability as reflected in work performance results.
- d. To ensure appropriate career planning and succession management.

3. Functions

The functions of the Cadre include:

Professional

- a. Co-ordinate ICT activities, programme and project implementation, ICT professional networking within the Ministry/Department/Agency he/she is assigned and throughout the Government
- b. Advice and help in managing and maintaining all the electronic operating systems, procurement of ICT equipment and software.
- c. Assist and advise the Ministry/Department/Agency on ICT policies and ensuring their implementation
- d. Participate the formulation and updating of the National ICT Strategic Plan and its related activities
- e. Assist/Support in the efficient implementation of e-Government Strategies and Action Plan as well as the NICI plan, polices and strategies.

Non professional

- a. Support the professional group in co-coordinating ICT activities, programme and project implementation, ICT professional networking within the Ministry/Department/Agency.

4. Grade Levels and Duties

| GRADING | POSITION TITLE | DUTIES |
|---------------------------|-----------------------|--|
| Professional Group | | |
| 12 | Director ICT | <ul style="list-style-type: none"> • Make the final decisions on the professional conduct, supervision and staff development • Ensure that the terms of reference of the cadre are carried out effectively • Provide technical and professional advice to government • Have full responsibility of the Government ICT infrastructure, activity and personnel • Coordination of all ICT activities • Responsible for operations strategy and the formulation of ICT policies • Implementing and monitoring of ICT policies in Government • Promoting ICT applications in Government • Cooperating with private institutions in the development of ICT activities • Coordinate with International Organisations in the development of ICT activities |
| 11 | Deputy Director ICT | <ul style="list-style-type: none"> • Coordinate the establishment and maintenance of all ICT activity standards • Perform regular ICT Audits to ensure conformity • Assist the Director ICT in setting up policy and operations strategy • Assist the Director in the development and management of Information Technology policies and programmes within the Public Service |
| 10 | Principal ICT Officer | <ul style="list-style-type: none"> • Identification of IT training needs for officers in his/her Ministry • Providing technical advice to his/her Ministry • Management of existing ICT systems including both hardware and software maintenance • Management of all matters related to quality assurance including testing of software |

| | | |
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| | | <p>modifications and data accuracy checking of any reports produced by the Ministry</p> <ul style="list-style-type: none"> • Management of all matters related to system security including data backups, password enforcement, anti-virus software, firewalls, and other such elements as may be required • Ensuring that the national ICT policy and his/her Ministry's ICT policy are implemented in accordance with professional ICT guidelines and standards. • Representing his/her Ministry in matters relating to ICT |
| 9 | Senior ICT Officer | <ul style="list-style-type: none"> • Database design and implementation • System design • System development and implementation • System analysis • Network design and implementation • Quality assurance • Training of ICT officers |
| 8 | ICT Officer | <ul style="list-style-type: none"> • System/Database/Network administration • Software development • Documentation • Technical/User support • Supervision and Training of ICT support technicians • Supervision of data entry personnel |
| Sub- professional group | | |
| 6 | Senior ICT Support Technician | <ul style="list-style-type: none"> • System/ Network maintenance • System/Network trouble-shooting • Technical/User support |

| | | |
|---|------------------------|---|
| 5 | ICT Support Technician | <ul style="list-style-type: none">• Being supervised to perform the functions of ICT Support Technician I |
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5. Entry into Cadre

| Grades in Cadre Professional group | Basic Requirement | | |
|--|----------------------------|---|--|
| | Entry Method | Minimum Qualification & Experience | Recruitment Process |
| Director ICT | Direct or In-service entry | <p>For direct entry, candidate must have Msc in Computer Science/Computing or Msc in information Sciences with a minimum of 4 years postgraduate – management experience</p> <p>For in service entry, candidate must have Msc in Computer Science/Computing or Msc in information Sciences with a minimum of 2 years satisfactory service as deputy director</p> | Selection interview conducted by the Public Service Commission |
| Deputy Director ICT | Direct or In-service entry | <p>For direct entry, candidate must have Msc in Computer Science/Computing or Msc in information Sciences with a minimum of 3 years postgraduate – management experience</p> <p>For in service entry, candidate must have Msc in Computer Science/Computing or Msc in information Sciences with a minimum of 2 years satisfactory service as Principal ICT Officer.</p> | Selection interview conducted by the Public Service Commission |
| Principal ICT Officer | Direct or In-service entry | <p>For direct entry, candidate must have Msc in Computer Science/Computing or Msc in information Sciences with a minimum of 2 years postgraduate experience</p> <p>For in service entry, candidate must have Bsc in Computer Science/Computing or Bsc in information Sciences with a minimum of 2 years satisfactory service as Senior ICT Officer.</p> | Selection interview conducted by the Public Service Commission |
| Senior ICT Officer | Direct or In-service entry | For direct entry, candidate must have Bsc in Computer Science/Computing or Bsc in information Sciences with a | Selection interview conducted by the Public Service Commission |

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| | | <p>minimum of 3 years work experience</p> <p>For in service entry, candidate must have Bsc in Computer Science/Computing or Bsc in information Sciences with a minimum of 2 years satisfactory service as ICT Officer.</p> | |
| ICT Officer | Direct or In-service entry | <p>Candidates must have a BSc in Computer Science or related information Sciences from a recognized university or institution for direct entry</p> <p>or a minimum of two years work experience as Senior ICT Support Technician for promotion.</p> | Selection interview conducted by the Public Service Commission |
| Sub- Professional Group | | | |
| Senior ICT Support Technician | Direct or In-service entry | <p>Higher National Diploma in ICT plus a minimum of one year's work experience at both user and technical skills level acquired through work or education for direct entry</p> <p>or having served in the capacity of ICT Support Technician with a minimum of two years satisfactory service.</p> | Selection interview conducted by the Public Service Commission |
| ICT Support Technician | Direct entry | Diploma in ICT or equivalent certification e.g.A+ from a recognized ICT institution | Selection interview conducted by the Public Service Commission |

6. Career Progression and Training

Professional group

| Position | Type of Progression | Minimum number of years required in present position | Required academic / professional qualifications for progression into the next grade | Required training for the grade | Mode of progression into next grade |
|-----------------------|--|--|---|---|---|
| Director ICT | Upper limit of cadre | N/A | N/A | Appropriate seminars in ICT, e-governance, workshops in leadership and senior management training | N/A |
| Deputy Director ICT | Existence of vacancy and not automatic | 2 years | Msc in Computer Science/Computing or Msc in information Sciences | Appropriate seminars in ICT, e-governance, workshops in leadership and senior management training | Promotion on the recommendation by Director ICT or PS-MolCI and approval by Public Service Commission |
| Principal ICT Officer | Existence of vacancy and not automatic | 2 years | Msc in Computer Science/Computing or Msc in information Sciences | Appropriate seminars in ICT, e-governance, workshops in leadership and senior management training | Promotion on the recommendation by Director ICT and approval by Public Service Commission |
| Senior ICT Officer | Existence of vacancy and not automatic | 2 years | Bsc in Computer Science/Computing or Msc in information Sciences | Software development e.g. MS Access,VB,Oracle Website Development e.g. Dreamweaver, FrontPage | Promotion on the recommendation by Director ICT and approval by Public Service Commission |
| ICT Officer | Existence of vacancy | 2 years | Bsc in Computer | Hardware maintenance | Promotion on the |

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|--------------------------------|--|---------|---|--|---|
| | and not automatic | | Science/Computing or Bsc in information Sciences | Network Management e.g. MCSE and Database management | recommendation by Director ICT and approval by Public Service Commission |
| Sub- Professional group | | | | | |
| Senior ICT Support Technician | Existence of vacancy and not automatic | 2 years | Bachelors degree in Computer Science or Advanced Professional Certificate in IT | General computer and Professional IT training | Promotion on the recommendation by Director ICT and approval by Public Service Commission |
| ICT Support Technician | Existence of vacancy and not automatic | 2 years | Higher National Diploma in ICT | General computer and Professional IT training | Promotion on the recommendation by Director ICT and approval by Public Service Commission |

7. Administration of the Scheme

The head of the Cadre is the Director ICT. He/ She is responsible for the preparation of manpower proposals and training plans for the Cadre as per the Scheme of Service and ensure its incorporation into the Centralized Training Budget. In this role, he/she works in consultation with the Permanent Secretary, MOICI. The Head of the cadre and the PS, MOICI will administer the implementation of the training plan assisted by the training committee as indicated in the Training Policy. Similarly, recruitment and promotion of personnel within the Cadre is handled by him/her in consultation with PS, MOICI, the PS of the Ministry concerned and the Public Service Commission.

Officers of the Cadre will be responsible both professionally and administratively to heads of departments whose Ministry they are posted to. Discipline within the cadre will be based on guidelines laid down by the Public Services Commission's regulations and other legal frame works.

The Head of cadre in consultation with PMO will review the Scheme of Service for at least every four years.