SCHEME OF SERVICE: INFORMATION AND COMMUNICATIONS TECHNOLOGY CADRE

Systems Support

1.   BACKGROUND

This Scheme of Service is designed for employees working for public sector involved in:

1. **Technical Support**:
   o Provide helpdesk support for hardware, software, and network issues.
   o Troubleshoot and resolve technical problems for public service employees and, in some cases, the public.
   o Assist users with technical queries and training on software applications.

2. **Network Administration:**
   o Manage and maintain local area networks (LAN), wide area networks (WAN), and internet connections.
   o Ensure network security and performance through monitoring and maintenance.
   o Implement and manage VPNs and other remote access solutions.

3. **System Administration:**
   o Install, configure, and maintain servers and operating systems.
   o Monitor system performance and ensure system availability and reliability.
   o Manage backups, disaster recovery plans, and data integrity.

4. **Cyber security:**
   o Protect public service systems and data from cyber threats and attacks.
   o Implement and enforce security policies and procedures.
   o Conduct regular security audits and vulnerability assessments.

5. **Database Management:**
   o Design, implement, and manage databases to store public service data.
   o Ensure data accuracy, integrity, and security.
   o Perform data backups and recovery operations.

6. **Software Development and Maintenance:**
   o Develop and maintain custom software applications to meet the specific needs of public service departments.
   o Perform regular updates and upgrades to existing software systems.
   o Collaborate with users to gather requirements and provide technical solutions.

7. **Project Management:**
   o Plan and manage IT projects, ensuring they are completed on time and within budget.
   o Coordinate with other departments and stakeholders to implement technology solutions.
   o Oversee the deployment of new technologies and systems.

8. **Policy Implementation and Compliance:**
   o Ensure compliance with government regulations and standards related to IT.
   o Develop and implement IT policies and procedures.
   o Educate staff on best practices and policies regarding technology use.

9. **Procurement and Asset Management:**
   o Assist in the procurement of IT equipment and software.
   o Maintain an inventory of IT assets and manage lifecycle processes.
   o Evaluate and recommend new technology solutions to improve public service delivery.
10. **User Training and Support:**
    o Conduct training sessions for public service employees on new technologies and systems.
    o Create user manuals and documentation to assist staff in using IT resources effectively.
    o Promote digital literacy among public service employees.

With the Department of Information Communication Technology as the Authority responsible for Information Technology for the Government, it hence holds the mandate to set operational and procedural standards throughout the structure. (PSO Order 323)

The Scheme provides for:

1. A clearly defined career structure to attract and retain suitably qualified and competent employees in the technical aspects of this profession;

2. A well-defined job description with clear delineation of duties and responsibilities at all levels within the career structure to enable such employees to understand the requirements and demands of the job;

3. Standards for recruitment, training and advancement within the career structure on to the basis of qualifications, merit and ability as reflected in work performance and results.

2. POSTS AND SALARY BAND

Post Title	Band
1. Assistant Systems Support Officer	B1-B2
2. Systems Support Officer	B2
3. Systems Support Officer, Senior	B2-B4
4. System Support Manager	B3-B5
5. Director (System Support)	B5

3. APPOINTMENT SPECIFICATIONS AND ENTRY SALARY

1. Assistant System Support officer

Recognized qualifications and requirements.	Band	Step	Entry Point
IGCSE in Computer Studies or equivalent; or	B1	12	8,664.00
Certificate in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least two years relevant satisfactory experience.	B2	2	9,341.00

2. System Support officer

Recognized qualifications and requirements.	Band	Step	Entry Point
IGCSE in Computer Studies or equivalent plus five years; or	B2	5	9,773.00
A Level in Computer Studies or equivalent plus two years; or	B2	5	9,773.00
Certificate in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least two years relevant satisfactory experience.	B2	9	10,379.00
Diploma in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least one year relevant work experience	B2	10	10,536.00
HND in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority.	B2	11	10,696.00

3. Senior Systems Support Officer

Recognized qualifications and requirements.	Band	Step	Entry Point
A Level in Computer Studies or equivalent plus two years as System Support Officer or four years relevant work; or	B2	12	10.858.00
Certificate in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least two years as System Support Officer or six years relevant work experience; or	B3	1	11,531.00
Diploma in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least one year as System Support Officer or four years relevant work experience; or	B3	2	11,706.00
HND in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least one year as System Support Officer or three years relevant work experience; or	B3	4	12,064.00
Bachelor Degree in a Computer Science related field.	B4	14	17,839.00
Post graduate Diploma in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority.	B5	15	17,839.00

4. System Support Manager SB6-SB7

Recognized qualifications and requirements	Band	Step	Entry Point
A Level in Computer Studies or equivalent plus two years as System Support Officer or four years relevant work; or	B3	15	14,235.00

Recognized qualifications and requirements	Band	Step	Entry Point
Certificate in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least three years as Senior System Support Officer or nine years relevant work experience; or	B4	3	14,892.00
Diploma in Information Technology or equivalent Industry Recognized Certification as established by the Seychelles Qualifications Authority plus at least two year as Senior System Support Officer or six years relevant work experience; or	B4	4	15,118.00
HND in a Computer Science related field plus at least four years relevant and satisfactory experience; or	B4	5	15,347.00
Bachelor Degree in a Computer Science or related field plus three years relevant and satisfactory experience; or	B5	3	18,662.00
Post-Graduate Degree in a Computer Science or related field plus three years relevant and satisfactory experience; or	B5	3	18,662.00
Master's Degree in a Computer Science or related field.	B5	8	20,210.00

5. Director (System Support)

Recognized qualifications and requirements.	Band	Step	Entry Point
HND in a Computer Science related field plus at least three years as System Support Manager or seven years relevant and satisfactory experience; or	B5	10	20,735.00
Bachelor Degree in a Computer Science or related field plus two years relevant and satisfactory experience as System Support Manager or six years relevant and satisfactory experience; or	B5	11	21,049.00
Post-Graduate Degree in a Computer Science or related field plus two years relevant and satisfactory experience as System Support Manager or five years relevant and satisfactory experience; or.	B5	11	21,049.00
Master's Degree in a Computer Science or related field plus three years relevant and satisfactory experience.	B5	15	22,355.00

4. COMPETENCY SKILLS REQUIRED

- Strong technical knowledge in areas such as networking, system administration, and cybersecurity.
- Proficiency in programming languages and software development.
- Excellent problem-solving and troubleshooting skills.
- Effective communication and interpersonal skills.
- Project management and organizational abilities.
- Knowledge of government regulations and compliance standards related to IT.
- Ability to work independently and collaboratively within teams.

4. ALLOWANCES

1.   Inducement Allowance

An Inducement allowance at the following rates (inclusive of tax) will be paid to employees in this cadre as a further incentive to retain them in the Public Sector.

POST TITLE	Line Organisation	DICT
	Rate	Rate
System Support Technician	3,800.00	
Systems Support Officer	4,500.00	5,000.00
Senior Systems Support Officer	5,000.00	7,300.00
Systems Support Manager	7,000.00	7,900.00
Director (System Support)	8,000.00	12,500.00

Note: Inducement allowances indicated above are a maximum and the percentage of their disbursement is subject to performance and qualifications, and it is at the discretion of the accounting Officer. The Inducement allowance also covers overtime work undertaken where the exigencies of the service so required.

2. On Call Allowance

Due to the vital importance of the different systems such as health, immigration, customs etc. that operate on a 24/7 basis there is a need for staff to remain on call and available so as to attend to emergencies.

Depending on the exigency of service, on call allowance will be paid at the rate of 5% of the basic salary to staff who have to be available after normal working hours throughout a month. Call outs are considered as overtime which is already covered under inducement allowance.

5. PROVISIONS OF POSTS

A Scheme of Service does not in itself constitute authority for creation or upgrading of posts. Any new post required under the new Scheme of Service must be approved in accordance with normal established procedures.

6. IMPLEMENTATION OF THE SCHEME

The revised Scheme of Service will become operational with effect on the 1st of July 2024. On implementation professionals of this cadre in the employment of the Government, will abide by the Scheme.

The initial scheme was approved on the 1st July 2018-and revised as follows:

- Revision of salary in line with salary table 2023   1st April 2023
- Revision of Inducement Allowance   1st July 2024

7. REFERENCE OF CADRE

REF: HR/E/SS/15

Date: July 2024