

## 61. NATIONAL COMPUTER BOARD

- 61.1 Founded in the year 1988 by the National Computer Board Act 43 of 1988, the National Computer Board (NCB), operates under the *aegis* of the Ministry of Information Technology, Communication and Innovation (MITCI). At the time of its inception, its main purpose was to foster the development and growth of information technology, information systems and computer related services in Mauritius. Its core mission is to accelerate the transition of Mauritius into a regional Information and Communication Technology (ICT) hub and ensure the swift realisation of government's objective to make the ICT sector a key pillar of the economy.
- 61.2 To achieve its vision, the NCB e-powers people by spreading ICT literacy and creating awareness on applications and uses of ICT; e-powers businesses by organising a host of activities focused on promoting entrepreneurship; stimulating the export market for ICT and ICT related services and encourages the development of Business outsourcing. It also tenders advice to the Government on the formulation of national policies in relation to the promotion, development and control of information technology and its applications as well as offers its assistance in the framing of national education, training and research plans in the field in order to build the necessary expertise base for consolidating the information technology industry in Mauritius.
- 61.3 For a better service delivery, the NCB has organised its activities into six divisions comprising the Policy, Planning and Research; Information Security (CERTMU); Industry Development Promotion; IT Services (Government Online Centre); Communication; and Finance and Administration. Each division is manned by either a Director or Manager and by a complement of professional, technical and administrative staff who provide support to the Executive Director, who is at the helm of the organisation.
- 61.4 It is apposite to note that at its meeting of 27<sup>th</sup> September 2019, Cabinet had decided that two of the above divisions, namely the Information Security (CERTMU) and the IT Services (Government Online Centre) would be transferred to the MITCI. In fact, we have, in the course of this review exercise, been apprised by the Ministry that action for these two divisions to be placed under its purview has already been initiated. In view of the impending transfer, the demands made by the NCB for the creation of grades to service these two divisions could not be acceded to.
- 61.5 Furthermore, the proposed restyling of a few grades were not favourably considered as it would have had wide repercussions on similar grades in other parastatal bodies. The request to restyle the grade of Administrative Support Assistant into that of Management Support Officer was also not retained as the two grades are required to operate at two different levels. With regards to the creation of a level of Team Leader, same could not be endorsed for want of functional justification.

61.6 In our last Report, we strengthened the structure of the NCB through the creation of several grades. After a careful examination of the existing structure and based on the merit of the case, we are, further reviewing the structure with the provision of the grades of Clerk/Word Processing Operator, Management Support Officer and Graphic Designer. Additionally, we are restyling the grade of Marketing Officer and IT Support Specialist to more appropriate appellations. In so far as the demands for a review of the salaries of certain positions are concerned, we have carried out a fresh job evaluation exercise and, on this basis, consider the recommended salaries to be appropriate.

### **Management Support Officer (New Grade)**

### **Clerk/Word Processing Operator (New Grade)**

61.7 A request was made by Management for the grade of Word Processing Operator/Receptionist to be restyled into Clerk/Word Processing Operator and a new level of Receptionist to be created. The staff side, on the other hand made submission for the grade of Word Processing Operator/Receptionist to be restyled into Word Processing Operator/Administrative Support Assistant. As the qualifications requirement of a Word Processing Operator differs from that of a Clerk or Clerical Officer and an Administrative Support Assistant, the proposed restyling could not be contemplated. The request for the creation of the grade of Receptionist could also not be retained as the grade of Help Desk Officer which exists on the establishment of the NCB, has been entrusted with such responsibilities.

61.8 Upon careful examination of the existing structure providing support services at the NCB, it was found that it has remained static over the years. In order to render it more responsive to present day exigencies of the organisation, we consider that it should be reviewed and aligned, to the extent possible, to what is obtainable elsewhere. We are, consequently, providing for the grades of Clerk/Word Processing Operator and Management Support Officer. With the creation of these new levels, the grades of Word Processing Operator/Receptionist and Administrative Support Assistant would become obsolete. We are, therefore, making them evanescent and providing a personal salary to the incumbents. However, in order not to jeopardise the career path of Administrative Support Assistants, we are making provision for them to continue to be promoted to the grade of Senior Administrative Support Assistant. Thereafter, the grade of Administrative Support Assistant should be abolished on vacancy.

### **Recommendation 1**

#### **61.9 We recommend:**

- (i) the creation of a grade of Management Support Officer. The mode of appointment and duties should be as recommended in the Introductory Chapter of this Volume; and**
- (ii) the creation of a grade of Clerk/Word Processing Operator. Appointment thereto should be made by selection from among candidates possessing a Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics; a Cambridge**

**Higher School Certificate or passes in at least two subjects obtained on one Certificate at GCE 'A' Level or an equivalent qualification acceptable to the board and a Certificate in typewriting at a speed of at least 30 words per minute.**

- 61.10 Incumbent in the grade of Clerk/Word Processing Operator would be required, among others, to: perform clerical duties; carry out Word Processing and computer/data processing work; update information in the computer system; and operate telefax and email services.
- 61.11 We also recommend that the grades of Word Processing Operator/Telephonist and Administrative Support Assistant should be made evanescent. Officers in the grades have been provided with a personal salary.**
- 61.12 We further recommend that the grade of Senior Administrative Support Assistant should continue to be filled by promotion of officers in the grade of Administrative Support Assistant (Personal). On complete phasing out, both grades should be abolished.**

#### **Graphic Designer (New Grade)**

- 61.13 The NCB has established over the past years, 3D Printing Centres offering 3D Printing Services mainly to Universities and Small and Medium Enterprises. In view of the expansion in the activities of these centres, Management is currently having recourse to the services of a Graphic Designer on contract to provide the necessary assistance relating to design activities and creation of artwork. Consequently, request was made for the creation of a dedicated level to perform these duties particularly as the present mode of employment may not be very cost effective. The arguments put forward in support to the request are plausible and may, therefore, be given due consideration. Hence, we are providing the grade as per request.

#### **Recommendation 2**

- 61.14 We recommend the creation of a grade of Graphic Designer. Appointment thereto, should be made by selection from among candidates possessing a Cambridge Higher School Certificate with a pass at principal level in Art/Design or a related field and a Diploma in Visual Arts or Graphic Designing or Communication Graphic or related field or an equivalent qualification acceptable to the Board.**
- 61.15 Incumbent would be required, *inter alia*, to: carry out work on designs using Design and Graphic Software such as Adobe Photoshop; provide advice and assistance to users producing 3D models; conduct short term initiations and basic training to focused user groups; conduct research work related to 3D printing; create, design and complete pre-press artworks for various support such as newspapers, websites and social media; produce or assist in the production of educational and multimedia manuals and teaching materials; and operate Macintosh and Windows stations and other graphic equipment.

**Marketing Analyst**  
***formerly Marketing Officer***

61.16 The grade of Marketing Officer at the NCB is responsible for providing assistance to the Manager, Business Development and Promotion Division in promoting ICT services; developing marketing strategies/tools; undertaking market research and organising specialised ICT trade fairs and exhibitions. A request has been made for the grade to be restyled Marketing Analyst and for the qualifications requirement as well as the duties and responsibilities to be enlarged. Considering that the existing scheme of service of the grade dates back to 2001, we are agreeable to the request for amending same, the more so the additional duties would not have any impact on the salary grading as revealed by our job evaluation exercise. The request for restyling is also being acceded to.

**Recommendation 3**

**61.17 We recommend that:**

- (i) the grade of Marketing Officer be restyled Marketing Analyst. Henceforth, appointment to the grade should be made by selection from among candidates possessing a Degree in Marketing or Economics or related field or an equivalent qualification acceptable to the Board and reckoning at least five years' experience in the field of marketing and one-year international experience in marketing, brand promotion and event organising as well as emerging regional markets and global outsourcing in the IT field; and**
- (ii) the duties of the grade be updated to reflect the evolution in the job. This element has been considered in arriving at the recommended salary of the grade.**

**IT Officer**  
***formerly IT Support Specialist***

61.18 A case has been made by the staff side for the grade of IT Support Specialist to be either restyled IT Specialist or Data Specialist together with an upgrading of the salary. While we consider the salary of the grade to be appropriate based on the findings of the fresh job evaluation which was carried out in the context of this review, we do agree that there is a case to restyle the grade to a more proper appellation to reflect the job being done. We are making appropriate recommendation in that direction.

**Recommendation 4**

**61.19 We recommend that the grade of IT Support Specialist be restyled into IT Officer.**

**Night Duty Allowance**

61.20 Classified as shift workers, incumbents in the grade of ICT Technician (Shift) *formerly IT Support Officer (Shift)* are presently entitled to the payment of a Night Duty Allowance. This provision should continue to prevail.

**Recommendation 5**

**61.21 We recommend that officers in the grade of ICT Technician (Shift) formerly IT Support Officer (Shift) who effectively work on night shift, should be paid a Night Duty Allowance equivalent to 25% of the normal rate per hour for the hours between 2300 hours and 0500 hours.**

**Movement in Master Salary Scale**

61.22 Procurement and Supply Officer/Senior Procurement and Supply Officers and Human Resource Officer/Senior Human Resource Officers are allowed to move incrementally beyond their top salary subject to meeting certain criteria. **Recommendation thereto related has been made in the Introductory Chapter of this Volume.**

**61. NATIONAL COMPUTER BOARD****SALARY SCHEDULE**

<b>NCB 1</b>	<b>:</b>	<b>Rs 14725 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 25525</b>
		Office Attendant/Senior Office Attendant
<b>NCB 2</b>	<b>:</b>	<b>Rs 15485 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400</b>
		Driver Driver/Office Attendant
<b>NCB 3</b>	<b>:</b>	<b>Rs 16785 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 28225</b>
		Head Office Attendant
<b>NCB 4</b>	<b>:</b>	<b>Rs 16525 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 34000</b>
		Word Processing Operator/Telephonist (Personal)
<b>NCB 5</b>	<b>:</b>	<b>Rs 16785 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 34825</b>
		Clerk/Word Processing Operator (New Grade)
<b>NCB 6</b>	<b>:</b>	<b>Rs 17565 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 36550</b>
		Administrative Support Assistant (Personal) Help Desk Officer

**61. NATIONAL COMPUTER BOARD (Contd)**

- NCB 7 : Rs 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450**  
Management Support Officer (New Grade)
- NCB 8 : Rs 19850 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450**  
Accounts Clerk
- NCB 9 : Rs 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 43500**  
Confidential Secretary
- NCB 10 : Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 43500**  
Senior Administrative Support Assistant
- NCB 11 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100**  
Human Resource Officer/Senior Human Resource Officer
- NCB 12 : Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100**  
Procurement and Supply Officer/Senior Procurement and Supply Officer
- NCB 13 : Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675**  
Graphic Designer (New Grade)  
ICT Technician (Personal)  
*formerly IT Support Officer*
- NCB 14 : Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250**  
Accounts Officer/Senior Accounts Officer
- NCB 15 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 50900**  
Principal Procurement and Supply Officer
- NCB 16 : Rs 23025 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 52550**  
ICT Technician (Shift)  
*formerly IT Support Officer (Shift)*

**61. NATIONAL COMPUTER BOARD (Contd)**

- NCB 17 : Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
Human Resource Management Officer
- NCB 18 : Rs 28225 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
Incident Handler
- NCB 19 : Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
Marketing Analyst  
*formerly Marketing Officer*
- NCB 20 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700**  
Internal Auditor  
IT Officer  
*formerly IT Support Specialist*
- NCB 21 : Rs 30700 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800**  
Accountant/Senior Accountant  
Administrative Secretary
- NCB 22 : Rs 31525 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800**  
Business Analyst/IT Consultant/Research Officer (Personal)  
Business Analyst  
Database Administrator  
Information Security Analyst  
Information Security Consultant  
Network Administrator  
Portal Administrator  
Project Supervisor  
Research and Development Officer  
Systems Administrator  
Web Developer
- NCB 23 : Rs 44800 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 77950**  
Assistant Manager (Personal)  
Communication Manager  
Finance and Administrative Manager

**61. NATIONAL COMPUTER BOARD (Contd)**

**NCB 24 : Rs 68000 x 1800 - 69800 x 2000 - 75800 x 2150 - 82250 x 3000 - 88250 x 3125 - 94500**

Manager

**NCB 25 : Rs 88250 x 3125 - 97625**

Director

**NCB 26 : Rs 119500**

Executive Director





