

Position Description

Vacancy Title: **Level 1 IT Support Officer**

Location: **Suva**

Reports To: **None**

Objective

To assist in providing a high standard of remote, telephone and email support to our clients by providing service excellence in every engagement and utilizing cutting edge technology. The role of Level 1 Support is to ensure the resolution management of new cases within service level agreements, aiming to reduce repeat calls.

Outcomes

Organisational Stakeholders

1. Technical Support

- First-level IT support provided by addressing and resolving incidents and problems efficiently.
- Employees properly set up with their login credentials, password, and MFA on their personal devices ensured.
- Employees actively engaged to assist in downloading and navigating essential apps such as Authenticator, Teams, Outlook, SharePoint, and other essentials work apps.
- Each employee's progress tracked, confirming they have been successfully set up.
- Employees unable to set up documented, noting the reasons.
- Kiosk and computer setups on-site reviewed and troubleshooted, addressing any issues that arose.

2. Client Engagement

- Strong communication with staff maintained, offering empathy and effective solutions to enhance their experience.
- Timely and Adhoc reports ensured as required by Team Leader
- Quality and efficient customer services provided to all internal and external clients

3. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology	

Work Knowledge and Experience

Minimum 1 years of experience in similar role and field.

Microsoft Certification will be added advantage.

Demonstrated level 1 technical knowledge.

Proven ability and maintain positive relationships.

Ability to engage others through credible communication and presentation.

Sound ability to multi-task across multiple IT platforms, with effective time management skills to ensure conflicting deadlines are met.

Ability to show initiative and self-motivation.

Intermediate computers skills - predominantly in software, hardware and networking would be advantage.

High attention to detail and strong analytical skills.

Requirements

Language Proficiency

Fluency in both written and spoken English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Staff	
	All employees	

Attributes

Behavioural Styles

Accepting/compliant	Shows a willingness to go along with things and a compliance with expectations.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

To apply, please send your updated curriculum vitae and a persuasive cover letter detailing your relevant experience and explaining why you are the ideal candidate for the position.

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: vacancy@centrecom.com.fj

Further Contact Information: Farhana.Hakim@centrecom.com.fj

Closing Date: 04 Oct 2024