Position Description

Vacancy Title: **ICT Assistant Support Staff**
Location: **Suva**
Reports To: **Systems Administrator (v 1.00)**

Objective

Primary responsibility is to provide support in the intranet and DMS usage. Secondary responsibility is to assist in the daily ICT operations and user support. This role reports to the Systems Administrator.

Outcomes

Organisational Stakeholders

1. Effective support provided to users on the Company Intranet and DMS pages in an efficient and timely manner:

- Intranet pages and Sections created as required
- Intranet and DMS access provided to new and existing staff as per authorized access in a timely and efficient manner
- Training on intranet and DMS provided during inductions
    - refreshers conducted at least twice a year for awareness on intranet and DMS usage
- Effective assistance provided in the management of website permissions
- User access provided to authorized users as per directive/approval from Executive Management
- Uploading of folders in the correct folders, as per Systems Administrator's instructions, ensured
- Effective and timely assistance provided
    - in the development of publication as per directive from Executive Management
    - in maintaining and updating the Company mailing address book and groups

2. ICT helpdesk issues addressed and attended to in an efficient and timely manner:

- Regular physical checks of all company ICT hardware, for example, computers and laptops, performed
    - updates
    - maintenance
    - proper functioning
- Email functionality ensured at all times
- Client application and software issues supported efficiently
- Effective assistance provided with Helpdesk Issues for all sites
    - provide technical support in a timely manner
- User logins updated and assigned as required
- Support on the phone systems provided
- Network issues for end users attended to, addressed and resolved in an efficient and timely manner
- Assistance provided to staff on any IT user issues in a timely manner
- Effective assistance provided to the System Administrator with recruitment and staff exit processes

3. ICT administrative functions performed efficiently:

- A log book for ICT Assets and their users maintained and updated
- A database for IT Assets maintained efficiently
    - Coordinate with the Stock Controller or the Finance Department
    - provide report to the Systems Administrator
- A database of all User Support requests and resolutions, including time taken to resolve, maintained and updated regularly
- Timesheets submitted weekly and as required in a timely manner
- User Access forms maintained and recorded accurately
- Relevant ICT records stored in a systematic manner with access provided to the Systems Administrator

4. Contributions made to the organisation's success proactively:

- Deadlines and service level agreements met at all times
- Any other work-related task assigned by the Management that is within the capacity of the position holder is performed; teamwork is demonstrated
- Contributions made towards the organization's efficiency and improved productivity within -
    - cost reduction initiatives
    - process/systems improvement initiatives
- Contributions made towards the organization's profits in line with the scope of the work
- Modern technology and innovative methods used to achieve results

5. The organisation's image and value standards demonstrated and upheld at all times:

- Confidentiality of all communications upheld at all times
- A professional and amiable relationship maintained with all stakeholders

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
People	
Problem Solving	Develop practical solutions to a situation.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.
Operational	
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Information Technology with CCNA / MCP / MSCA Networking Certification	Diploma in Networking/Information System/IT

Work Knowledge and Experience

Minimum of 1 year of experience in a similar field

Strong understanding of customer needs on ICT issues

Strong understanding of risk management

Proficiency with Microsoft Office and FPCL online reporting systems

Requirements

Language Proficiency

Good interpersonal skills

Good interpersonal/communication skills

Successful completion of Level 2 Speaking and Writing Test

Regulatory Compliance Requirements

OHS

First Aid

Skills Assessment

Demonstrated knowledge in records management

Good time management skills

Effective coordination and organizational skills

Use Excel and Microsoft Word for records keeping and report writing

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Manager ICT	

Type	Interaction	Comments
External		
	Staff	
	Stakeholders	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
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

Online

Contact for Enquiries

Contact Name: Shamal Bali

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Further Contact Information: --

Closing Date: 06 Nov 2024