

Position Description

Vacancy Title: **Data and IT Officer**

Location: **Suva, Fiji**

Reports To: **None**

Objective

The Data and IT Officer assists in creating, maintaining and updating data collection policies and procedures and addressing TTFB information and data analytics. The role will also be responsible for providing IT support ensuring end users are provided a conducive IT work environment. The position reports to the Strategic Communications Specialist.

Outcomes

Organisational Stakeholders

1. Effective assistance provided in the implementation of the data keeping practices

- Company records management policies and protocols maintained
- Protocols for data management on the company database developed
- The database is used effectively by all staff through effective support
 - Training, advice and support delivered to staff effectively
 - Records management policies and procedures
 - Maximum benefit from the data management system/s ensured
- Storage and destruction of records monitored efficiently
 - Authority over physical access to records as per policy and schedules maintained
- Updates of data conducted in a timely manner
 - Categorisation
 - Access control and authorisation
 - Retention schedules of all TTFB data
- Quality assurance on data structures and validation provided
 - Data integrity issues identified and reviewed

2. Effective assistance provided in the compilation of analytics with recommendations in a timely manner:

- Effective assistance provided in analytics
 - Data from all the projects/activities collected and collated
 - Identification of trends, patterns and relationships in the data that help analyse and answer questions (evaluation)
 - Collation of reports
- Statistical packages and techniques applied effectively to data to derive information helpful for decision making
- Predictive Analysis
 - Trends, patterns and relationships identified accurately in the data that helps analyze and answer questions
- Project Reporting
 - Statistical packages and techniques applied to data to derive information helpful for decision making
 - Reports of findings presented using data visualization techniques
 - Results conveyed in concise and non-technical language to the decision-makers
 - Limitations of the existing data identified effectively during interpretation
- Collaborate with Department Heads in addressing company and departmental information needs

3. IT technical support and assistance provide across the organisation

- Users get the maximum benefit from effective functionality of computer systems
- Computer hardware operating systems and applications are installed and configured
- Computer systems and networks are monitored and maintained for optimum performance
- IT related issues are identified and addressed using the established procedures
- Troubleshooting carried out on system and network - hardware and software faults addressed with minimum downtime
- IT hardware and accessories are replaced as and when required based on budgetary requirements
- New and emerging technology and trends are researched and recommendations provided to the organisation where necessary
- Training database developed and continuously monitored for effectiveness and improvement
- Support provided including procedural documentation and relevant reports
- Weekly incidental reports on all IT assets are provided
- Assistance provided to management in creating training materials pertaining to computer trouble-shooting and usage
- Working log detailing all required updates and completion dates maintained

4. Well-informed management

- Communicate statistical results to supervising staff
- Prepare and assemble data sets, corresponding forms and other materials for internal and public use as specified according to purpose of the data
- Prepare tables and quality graphics of statistical results for
 - Inclusion in interim and final reports, presentations, abstracts, manuscript submissions, grant applications
 - Monitoring and evaluation reports
 - Internal performance management data

5. Organisation values and image demonstrated and promoted at all times

- Integrity of information maintained
- Confidentiality of information ensured
- Professional and ethical standards sustained
- An efficient, safe, healthy, motivated and environmentally-aware workplace

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
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.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.
People	
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Self-Management	Manage your priorities and objectives efficiently and effectively
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/Computing	
Desirable		
Higher Degree incl. Post Grad Cert or Dip	Information Technology/Computing	

Work Knowledge and Experience

- Minimum of 3 years experience in Research and Information Technology in a customer focused position involving technical knowledge of a company's products and services
- Demonstrated ability to use electronic database and systematic filing systems
- Proficiency with Microsoft Office, statistical software packages, and TTFB database system/s
- Proven experience in statistical analysis or business intelligence processing
- Extensive experience working with different operating systems including Windows and Mac OS

Requirements

Language Proficiency

- Strong written and spoken English language proficiency
- Good interpersonal/communication skills
- Familiarity with iTaukei and Rotuman culture

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All Staff	
	Communications Specialist	
	Board of Directors	
	Chief Executive Officer	
External		
	Research Organisations	
	Media	
	Other Consultants	
	TTFB Clients/partners	
	IT/database developers	
	Vendors and Suppliers	
	Statutory Authorities	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
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.

Interpersonal Styles

Perceptive	Shows keen insight and understanding of issues or situations.
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

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
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.

How To Apply

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Contact for Enquiries

Contact Name: Lusiana Nuqanuqa

Contact Email: lusi@maxumise.com

Further Contact Information: Maxumise +679 3303137 / +679 7733137

Closing Date: 02 May 2025