

Position Description

Vacancy Title: **Helpdesk Administrator**

Location: **Suva**

Reports To: **Manager Information Technology (v 1.00)**

Objective

The position manages the office of the Manager Information Technology Services and provide efficient secretarial/word processing support as well as implement IT services.

Outcomes

Organisational Stakeholders

1. Information Systems

- Helpdesk knowledge base maintained
- Regular and timely reports to IT Manager
- All information requests logged
- Solved software related problems and new software installed
- All work carried out by third parties logged, and software that has direct implementation on systems availability ensured
- Internet, mail client and telephone related patches and modifications installed, maintained and reported
- Internal and external mail system for all TLTB networked staff accessible and maintained
- Information technology system uptime of 100% is ensured
- Assistance in retrieving quotes for capital expenditure provided
- E-mail mailbox space on the Exchange Server maintained
- Assistance provided to Network & Hardware Administrator when required
- Regular Internet Audits Conducted and reported findings in a timely fashion
- Registration of Customers on the TLTB Mobile App/Self Service Kiosk advice customers of their access
- The active directory addition and deletion of new staff managed
- Email listing for TLTB managed

2. Reporting Implementation

- Reports copied and distributed to external and internal customers in a timely fashion
- EOM Lease Statistics Report and other weekly and fortnightly reports printed and distributed in a timely fashion
- Confidential records and filing of reports, correspondence and related material accurately maintenance
- MIT supported through quality documents and presentations maintained
- Compilation of the IT Annual Report ensured

3. Administrative Duties

- IT equipment consumables stock ensured.
- Supply of bulk processing stationery maintained.
- Quality and efficient management of administrative duties

4. Innovation Creation

- Appropriate systems, procedures and controls to enhance the accuracy, timeliness and presentations for management's use ensured
- Implementation and installation and new Information Systems to improve customer service in TLTB: TLTB Live Chat on Intranet and Website; Increase of customers contact information by 15% per annum; submission for endorsement to make the email address compulsory in the Landsoft system; self-service kiosk machines maintained

5. Customer Service

- Quality and efficient customer service to all internal and external clients of the Board maintained
- Manuals and videos to educate and empower staff to attend to their IT issues created.
- Manuals loaded on the intranet and made accessible in the live chat knowledgebase ensured.
- Assistance provided to software team when required – testing and assisting with manual creation, Knowledge Base, Training and awareness for new system. (Moodle, Online Market), Intranet update and upload ensured

6. Demonstrate TLTB image and values standards 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

7. Business Excellence (HPO) Framework

- Drive Participation in Quality Circle, Corporate Social Responsibility, Health and Wellness and Team Bonding Activities

8. Compliance

- Adherence to Regulations, Policies and Procedures of the Board
- Implementation of Audit Recommendations. Update Board, Subcommittee and ITDMC on IT matters and progress ensured
- Compliance in submitting Team monthly report, signing monthly Assurance declaration Form, Risk register update on 1st working day of new month maintained

9. Leadership

- Continuous checking, follow-up and ensure all IT Services Projects are proceeding and completed as scheduled

10. Continuous Learning

- Continuous learning and development of own skills and knowledge base is ensured

11. Efficient and effective delivery of any other assigned work

Responsibilities - Key Competencies

Competence Description

Business

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
Communication	Exchange information through verbal communication

Customer

Quality Focus	Deliver quality.
---------------	------------------

People

Team Orientation	Work in a team towards a common aim.
------------------	--------------------------------------

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
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

Diploma	Information Technology
---------	------------------------

Desirable

Degree	Computer Science, Information System
--------	--------------------------------------

Work Knowledge and Experience

- 3 years of highly relevant experience in a specific area of work, requiring specialized training
- Experience in MS Office 2003 or later; such as MS Word, MS Excel, MS Power, Point, MS Access, MS Exchange, Windows 2003 Server
- Ability to be self managing and meet work deadlines

- Commitment to quality customer service
- IT related background
- Ability to work in a team environment
- Above average communication skills
- Ability to converse in the Fijian and English language
- Good character and personality to cope in a stressful work environment
- Administrative and presentation skills

Requirements

Language Proficiency

- Excellent command of English

Professional Associations

- Membership of appropriate Professional Institutions

Regulatory Compliance Requirements

- Drivers Licence

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
	Regional and Headquarters	
External		
	Contractors	
	Suppliers	

Attributes

Behavioural Styles

- Innovative Devises new and creative ways to do things comes up with original ideas.
- Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.
- Achiever Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Interpersonal Styles

- Customer/Client Focused Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
- Objective Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Team Oriented Enjoys being with others as part of a group or team.
- Realistic Shows concern for facts and reality, rejecting the impractical.

Thinking Styles

- Analytic Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Disciplined / Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
- Initiative Takes action and makes decisions without the help or advice of other people.
- Intuitive Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.
- Well Organized Controls tasks in a well thought out and critical manner

How To Apply

Apply Online Through HRmonise

Contact for Enquiries

Contact Name: Seruwaia Bolatini
Contact Email: sbolatini@tltb.com.fj
Further Contact Information: 3312733

Closing Date: 19 Sep 2025