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## Position Description

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Vacancy Title: ICT Support Officer

Location: Lautoka

### Objective

The ICT Support Officer is responsible for the assisting of the installation, operation, management and maintenance of the organization ICT systems – including computers, software, communication and network technologies. The role reports to the Supervisor ICT.

### Outcomes

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#### Organisational Stakeholders

##### 1. ICT Functions Delivered Efficiently

- A database for ICT assets efficiently maintained
  - Tracking of equipment in-stock and out-of-stock coordinated with the Finance Department.
    - Requests for new equipment are within allocated budget
    - Report provided to the ICT Administrator on stock status in a timely fashion
  - Departmental management decision-making is supported through complete and up to date procedural documentation and reports
  - Proper and efficient use of applications and equipment supported
  - Multiple open cases are prioritised and managed
    - Completion of tasks ensured unless referred to third parties when and where appropriate
  - Professional support provided for the roll-out of new applications and technology
    - New technology and applications are thoroughly tested and evaluated to ensure compatibility with existing systems
  - New user accounts / profiles are set up in a timely manner including dealing with access/password issues
    - Existing programs are adapted to user requirements
  - Fixed Assets Register for ICT assets is maintained and up to date
  - Reports collated and submitted
  - ICT records stored in a systematic manner for easy retrieval

##### 2. Effective Product and Service Maintenance ensured

- Efficient setting up of equipment and other ICT related hardware/software ensured
  - Set up / repair instructions and network and architecture diagrams are carefully followed
  - Troubleshooting of systems and network problems carried out to diagnose and solve hardware / software faults
- Regular physical checks of all company ICT hardware performed with all issues promptly and successfully addressed
  - Computers and laptops
  - Updates and regular maintenance ensured
  - Replace parts as required by contacting suppliers
- Fiji Pine network issues for end users attended to, addressed, and resolved in an efficient and timely manner
  - Network efficiently managed to ensure connectivity to network devices; PCs / Printers, etc.
  - Network is secured and available by promptly troubleshooting any network related problems
  - Network issues for end users attended to, addressed, and resolved in an efficient and timely manner
- Email and internet services are managed and maintained ensuring minimum downtime and supply of legitimate mail to users and access to internet service
- Endpoint protection system managed ensuring all clients are protected from malware
- Anti-virus software on systems constantly updated
- Support on the phone systems provided

##### 3. ICT Support and Assistance provided

- ICT Helpdesk is managed to ensure client support is optimal with minimum client downtime
- Assistance provided to staff and / or clients on any ICT user issues in a timely manner
  - Client application and software issues supported efficiently
  - Telephone, face-to-face and other forms of communication used to assist clients and staff
- Good working relationships are established with customers and other professionals

##### 4. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Collaborative work to achieve the set targets and goals

##### 5. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
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
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
<b>People</b>	
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.
<b>Operational</b>	
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
<b>Preferred</b>		
Diploma	Information Technology/Computing	Diploma in Networking/Information System/IT
<b>Desirable</b>		
Degree	Information Services	

## Work Knowledge and Experience

- At least 2 years of experience in the related field
- Possess the ability to develop and communicate procedures and provide technical support to all stakeholders
- Knowledge of Microsoft Office Suite products and its maintenance required
- Possess thorough and clear understanding of ICT networks, troubleshooting and maintenance
- Excellent communication; written and verbal skills

## Requirements

### Regulatory Compliance Requirements

- Police Clearance

## Other Required Requirements

- No other required items found.

## Interactions

Type	Interaction	Comments
<b>External</b>		
	Customers	
	Suppliers	

## 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.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

### 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.
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.
Well organised	Controls tasks in a well thought out and critical manner.

## How To Apply

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### Contact for Enquiries

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Further Contact Information:--

**Closing Date:** 06 Mar 2026