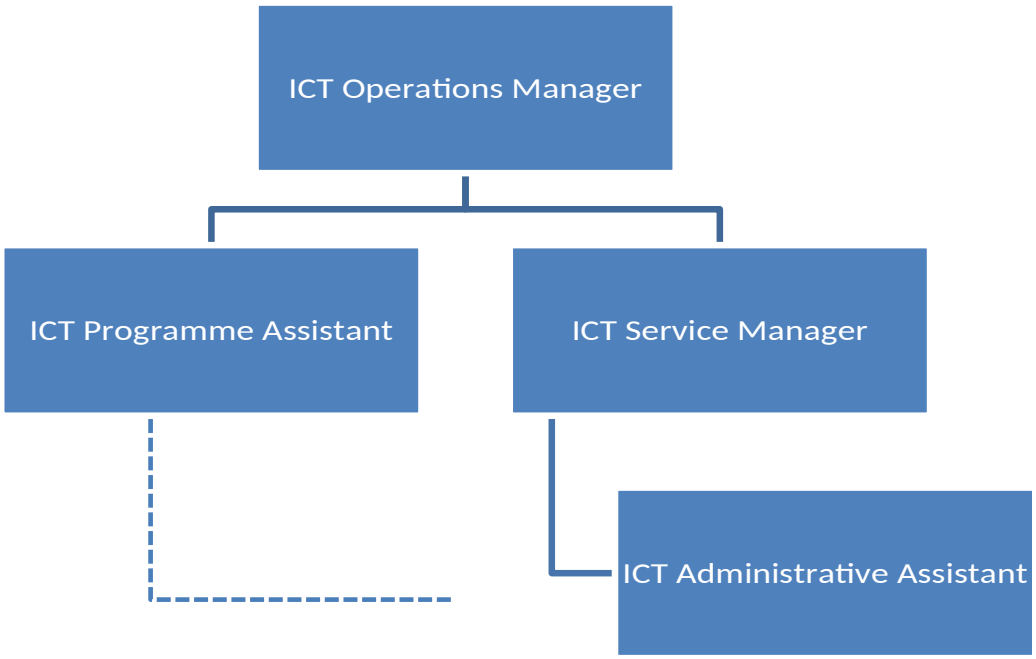
JOB DESCRIPTION

Job Title:	**ICT Administrative Assistant**
Division/Programme and Section/Project (if any):	**ICT, OMD**
Location:	**Suva**
Reporting to:	*ICT Service Manager*
Number of Direct Reports:	**N/A**
Purpose of Role:	*This position facilitates procurement, administration, financial and vendor management support to the ICT section in order to ensure the effective and efficient delivery of services.*
Date:	*October 2022*

Organisational Context and Organisation Chart



Key Result Areas (KRAs):

The position of ICT Administrative Assistant encompasses the following major functions or Key Result Areas:

1. General Administration Support Services
   - Provide support to the ICT Program Assistant on a range of administrative and financial services

2. Procurement, Finance and Asset Management Support
   - Provide support to the ICT Program Assistant as required and during leave absences, on Procurement, Finance and Asset Management

3. Vendor Management Support
   - Provide support to the ICT program Assistant to manage vendor relationships to ensure effective service delivery, improved customer satisfaction, reduced risk and continuous quality improvement

4. ICT Staff Travel Support and Conference Logistics Support
   - Assist with arrangements for staff travel and assist with logistics for conferences in accordance with SPC travel policy and procedures.

5. Service Desk Support
   - Provide Level 1 Service Desk support for IT related issues as directed by ICT Service Manager

The performance requirements of the Key Result Areas are broadly described below

Jobholder is accountable for	***Jobholder is successful when***
KRA#1 - General Administration Support Services (20%) Support the ICT Programme Assistant with: • Bulk purchasing of ICT equipment's from overseas preferred supplier • Follow up on quotations for IT related purchases • Track delivery of stationery and stock for facilities requirements and acknowledge receipt • Process payments of invoices through PI's on Navision for IT team in the absence of the ICT PA • Assist with maintaining electronic filing system for ICT	• ICT bulk orders are processed in a timely manner and customers kept up to date with delivery schedules • Quotes are provided and best value for money Obtained • Stationary provided to ICT staff as needed • Finance staff are satisfied with PI's entered on Navision and are able to process payments promptly and efficiently • Electronic copies of ICT PO's and payments are available when required
KRA#2 - Procurement , Finance and Asset Management (30%) Support the ICT Programme Assistant with: • Quotations for IT equipment to programmes • Monthly payments for ICT utilities i.e.. Internet, PABX • Reconciliation and clearance of committed PO's and unused PO's deleted	• Monthly utilities are paid for in time to avoid disconnections across all infrastructure and equipment managed by ICT • Committed PO's on Navision are paid in time with the suppliers and unused orders deleted • Stock reconciliation and FCR assets are provided to Finance every month and payments are debited back into ICT budget code for non FCR requests • Assets are effectively recorded, accessible and

• Reconciliation of ICT assets and liaise with Finance department on FCR and non FCR assets • Maintenance of ICT assets records • Yearly ICT asset stock take including both hardware and software	Accounted for, and annual stock take completed
KRA#3 - Vendor Management Support (10%) Support the ICT Programme Assistant with: • Timely processing of vendor invoices and effectively communicating status with vendors • Delivery routes, patterns and timeline of ICT vendors and arranging logistics with clearing agents for orders • Annual calendar of contract renewals, with appropriate review processes implemented for long-term contracts	• Vendors are satisfied with the timely efficient processing of payments • Quality equipment's and products are received from vendors and prompt services provided
KRA#4 ICT Staff Travel Support and conference Logistics Support (10%) As and when required • Organize flight bookings with SPC preferred service providers for ICT staff, ensuring cost effectiveness • Make hotel and other transport arrangements through approved processes • Ensure the timely booking of freight and logistics for conferences supported by ICT • Assist staff with travel acquittals	• Flight itineraries developed and provided to requesting staff within 3 days of receiving the request • Documentation for travel, conference freight and per diems processed within 5 days of receiving the request and provided to ICT staff travelling or organizing conferences • Staff are satisfied with their travel arrangements • Acquittals are submitted to Finance within 3 days of receipt from staff
KRA#5 Service Desk Support (30%) Support the ICT Programme Assistant with: • Level 1 support for helpdesk issues as directed by ICT technicians • Advice and support on service desk requests for procurement, financial and administrative information • Warranty applications for ICT equipment through ServiceNow • ICT Asset information	• Service desk incidents is up to date and issues are resolved in a timely manner and/or escalated • Users are complying with SPC procurement policies when ordering IT equipment's • Warranty are applied on IT equipment's and returned on a timely manner • Accurate Asset information exists in ServiceNow

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

On certain occasions, this role may backfill the ICT Programme assistant with the necessary administrative support service to facilitate their work. An understanding of the ICT policies, SPC travel guidelines, related staff entitlements and all of SPC's administrative directions regarding HR, procurement and financial matters is important. Also he/she must be familiar with Asset Tracking for effective deployment and management. A proactive approach is important in fulfilling the required duties in this role.

An important challenge for the ICT Administrative Assistant is to be able to work with all of SPC staff coming from diverse cultures. The differing cultural backgrounds of staff need to managed with sensitivity and the incumbent must be aware of various aspects of cultural expression and behaviour as ignorance of these could serve as a potential risk to the implementation of the ICT Sections overall support to all end users.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: • ICT Suppliers and Support providers • Local travel agents • Suppliers of Office Equipment and stationary • ICT Utility providers	This role requires interaction on an administrative level. The external contacts for the incumbent are widespread. These may be ICT companies in Fiji and overseas that provide goods and services to SPC. It also includes travel agents and office equipment and stationery suppliers.
Internal Key internal contacts are: • SPC ICT Manager / Team Leader • All ICT Staff • All SPC Staff • OMD staff	The incumbent communicates on a daily basis with all staff of the ICT with regard to any administrative or technical support they may require. This often involves the arrangements for ICT support, travel and associated allowances and the provision of office supplies and other services.

Level of Delegation:

The position holder does not delegate responsibility to anyone else.

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
Diploma in Relevant ICT courses and/or diploma in business, administration or Secretarial studies	

Knowledge/Experience

Essential:	Desirable:
• At least 1-3 years' experience in an ICT/administrative/financial support role • Demonstrated ability to take initiative and work without supervision • Excellent PC-based computer skills, including high proficiency in Microsoft Office and use of the Internet • Excellent communication skills, both written and verbal • Ability to work under pressure, with a team oriented approach, to meet deadlines and achieve team goals	• A good knowledge of ICT components and terms • Previous Navision experience

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Fluency in written and spoken English is essential to communicate with SPC end users and with suppliers and providers of ICT services. • Strong PC based computer skills, preferably with Microsoft Programmes • Knowledge and understanding of all relevant HR, administrative, financial and procurement policies and processes to ensure efficient and effective support to the ICT team
Advanced level	• Demonstrated ability to take initiative and work without supervision • Ability to work as part of a team, with a high level of interpersonal skills • Flexible approach and demonstrated ability to meet deadlines • Aptitude for the provision of high quality service • Analytical and problem solving skills
Working knowledge	• Experience in basic human resources development/management practices
Awareness	• SPC Regulations and Policies • Keeping up with changes in ICT technologies. • Knowledge of ICT helpdesk procedures/practices.

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity
- Effective Communications & Relationships
- Commitment / Accountability

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.