



Pacific
Community
Communauté
du Pacifique

JOB DESCRIPTION

Job Reference:

Job Title: ICT Manager

Work Unit: ICT Section

Reports To: Director of Information Services

Number of direct
reports or total head
count (if relevant)

The team has 27 staff.

Job Purpose:

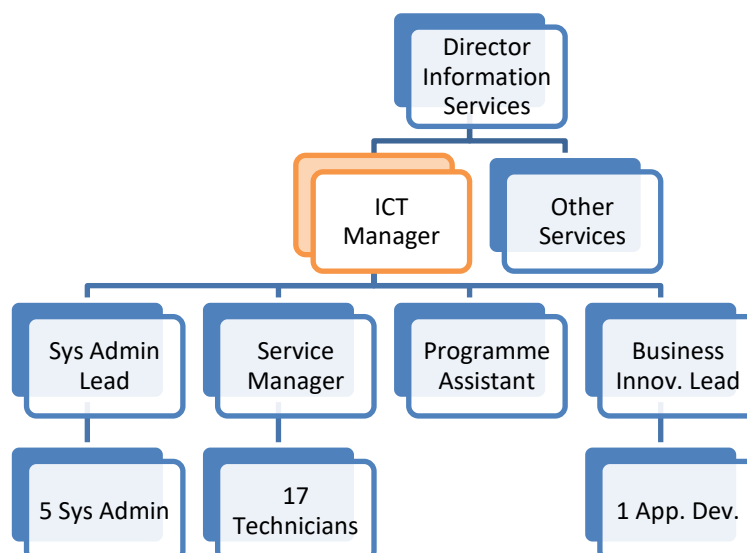
The ICT Manager is responsible for managing and overseeing SPC's ICT service delivery and IT Infrastructure across all SPC sites. This includes specific responsibility for providing technical and operational support to staff with a focus on excellent customer service.

The Manager is responsible for cost recovery of IT services, managing the customer service relationship with internal and external stakeholders, identifying and making use of opportunities for outsourcing and ensuring the team meets its business reporting obligations.

The position is based in Suva.

Date: April 2023

Organisation Context:



Key Result Areas:

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

- Provide leadership that ensures effective service delivery of ICT services and management of ICT infrastructure in all SPC locations
- Provide high quality ICT services, manage and optimise ICT infrastructure, and identify and mitigate ICT risks (within known resource constraints)
- Maintain a financial business model that ensures that the ICT services are financially sustainable, well managed and cost recovered as appropriate
- Manage client relationships for all ICT services
- Cross-collaboration with other Managers and teams across the Operations Management Directorate (OMD) and SPC to implement system and process improvements
- Ensure section's compliance with all SPC's legal obligations, policies and procedures and build SPC's compliance with any ICT specific policies

The requirements in the above Key Result Areas are broadly identified below.

Job holder is accountable for	Jobholder is successful when
Provide leadership that ensures effective service delivery of ICT services and management of ICT infrastructure in all SPC locations	<ul style="list-style-type: none"> • Staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning • Structure is adapted and modified as need requires
Provide high quality ICT services, manage and optimise ICT infrastructure, business applications, and identify and mitigate ICT risks (within known resource constraints)	<ul style="list-style-type: none"> • Lead lifecycle of SPC main business applications, including payroll, FMIS, HRIS, Scientific compute etc. • Security and integrity of the SPC corporate network and data communication systems is assured (including telecommunications, data centres and links and leased lines) • System deployment addresses the complete aspect of ICT systems lifecycle • Systems are deployed efficiently with as little operational disruption as possible. • Corporate network systems are managed and kept current (including firewalls, external performance measurement, and security) current • Increased convergence of ICT platforms in all SPC locations. • Adequate communication links between all SPC locations • Adequate ICT capacity to address identified programme needs in all SPC locations. • ICT infrastructure is well-maintained and replaced in a timely manner • ICT assets are well managed in the most cost effective manner • Helpdesk tickets are regularly reviewed and analysed for patterns • Systems failures are analysed for design faults, and knowledge used to improve design • ICT services meet the KPIs set out in the OMD Business plan and any service level agreements, including <ul style="list-style-type: none"> ○ Infrastructure uptime ○ Help desk response times

	<ul style="list-style-type: none"> ○ Issuing equipment to incoming staff
Maintain a financial business model that ensures that the ICT services are financially sustainable, well managed and cost recovered as appropriate	<ul style="list-style-type: none"> • The integrated full cost recovery business model is maintained for ICT services • ICT budget is managed and regularly reviewed, and services are cost recovered • Resources and equipment are well managed and replaced as needed • Opportunities for outsourcing are identified and acted upon • ICT equipment is refreshed through bulk orders, within agreed cycles • ICT preferred suppliers are managed • Vendors and contracts are managed
Manage client relationships for all ICT services	<ul style="list-style-type: none"> • Client relationships with internal stakeholders are actively managed. • Clients needs are well understood and catered for • Opportunities for training clients to reduce the burden on ICT services are identified and acted upon • Client expectations are managed, and workload is appropriately prioritised • SPC is an effective and active member of regional ICT groups
Cross-collaboration with other Managers and teams across OMD and SPC to implement system and process improvements	<ul style="list-style-type: none"> • Opportunities for synergies and (business) systems improvements are identified and acted upon • Collaboration occurs between ICT and other OMD teams to improve processes <p>ICT support during conferences and other events is coordinated across teams.</p>
Ensure section's compliance with all SPC's legal obligations, policies and procedures and build SPC's compliance with any ICT specific policies (eg. IT security)	<ul style="list-style-type: none"> • ICT systems conform to required aspects of best practice • ICT security and mandated external security and auditing requirements and protocols confirm to requirements • ICT section adheres to all SPC policies, including procurement and travel • Continual improvement in SPC wide compliance with ICT policies • ICT policies are updated and current. • Work plan is linked to the business plan. • Section provides regular reporting against the KPIs identified in the business plan

Note

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

Work Complexity:

Most challenging duties typically undertaken:

- Remaining abreast of current and emerging trends in ICT to keep SPC at the leading edge.
- Providing high level service to clients with high expectations and varying levels of technical understanding
- Understanding and react to clients' needs, while managing limited resources
- Maintain full cost recovery.
- Efficient management of a highly skilled team in multiple locations
- Retaining a sufficient level of technical skill to ably lead a highly skilled workforce.
- Adapting to changing priorities and revising work plans.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<ul style="list-style-type: none"> ▪ Internal <ul style="list-style-type: none"> - Director Information Services - Executive - All divisions and programmes - Other support services - Staff 	<ul style="list-style-type: none"> - Managing client relationships and expectations - Coordinating logistics - Cross-team collaboration on procedures - Improving compliance with policies
<ul style="list-style-type: none"> ▪ External <ul style="list-style-type: none"> - Contractors - International agencies - Other public and private partners - Suppliers 	<ul style="list-style-type: none"> - Explain complex technical problems and requirements to local counterparts and suppliers. - Negotiate pricing and non-profit deals for SPC. - Arrange in country assistance and attachments at SPC.

Level of Delegation:

The position holder:

- manages operational budget of approximately 4.2M EUR
- can authorise up to 2,000 EUR of expenditure in own budget
- can sign standard letters to suppliers etc.

Person 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:
<ul style="list-style-type: none"> • Specialised degree in computer science or a relevant field, or equivalent vocational certificates and work experience that is relevant and current 	<ul style="list-style-type: none"> • Master's degree in a relevant discipline, including computer science, IT, or management

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"> At least 12 years' experience in managing a comprehensive ICT service for a medium sized organisation, preferably in multiple locations. At least 5 years of experience in staff management, team leadership, project development and project management Demonstrated management skills, including general, people and financial management. Current experience with SPC's ICT computing technologies including VMware, Windows Server. Cisco and HP products Experience with ICT best practice, especially security Demonstrated experience in ICT policy development at corporate and broader levels. Excellent communication and negotiation skills Ability to work collaboratively and across teams to achieve systems improvements Experience in ICT policy development at corporate and broader levels. Fluent in English. 	<ul style="list-style-type: none"> Demonstrated ability to respond effectively to ICT opportunities and challenges in small island countries, preferably in the Pacific region. Familiarity with ICT issues in small island countries, preferably in the Pacific region. Experience with other mainstream computing technologies, including Linux and other network and database management tools, programming languages such as VB, C++ and SQL, and current best practices such as IT Infrastructure Library (ITIL). Working knowledge of French Good knowledge of the Pacific Demonstrated capacity to work in a team of people from different cultural backgrounds

Key Skills /Attributes / Job Specific Competencies

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

Expert level	<ul style="list-style-type: none"> Client relationship management Strategic ICT Planning Current ICT Trends Networking (as relates to ICT)
Advanced level	<ul style="list-style-type: none"> Section management, including financial management Systems administration ICT Security concepts

	<ul style="list-style-type: none"> • Operating systems and trends • Ability to work with multiple teams and divisions • Analytical skills • Adaptability
Working Knowledge	<ul style="list-style-type: none"> • Programming languages • Telecommunications • Virtualisation and green technologies • Conferencing technologies
Awareness	<ul style="list-style-type: none"> • SPC policies relating to recruitment, gender, harassment, and other policies and regulations.

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

Personal Attributes

- Treat clients with respect
- Act on helpdesk request quickly and efficiently

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 our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the Director Information Services. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.