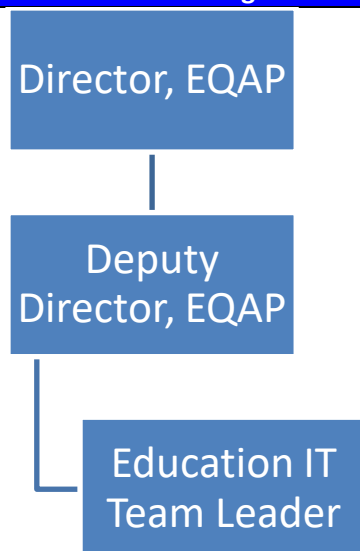




## JOB DESCRIPTION

<b>Job Title:</b>	<b>Education IT Team Leader</b>
<b>Division/Programme and Section/Project (if any):</b>	EQAP - Information and Communication Technology Section
<b>Location:</b>	Suva, Fiji
<b>Reporting to:</b>	Deputy Director
<b>Number of Direct Reports:</b>	<b>4</b>
<b>Purpose of Role:</b>	Management and Leadership of the Education IT Team Leader as a section within EQAP, ensuring the delivery of high-quality services to member countries as guided by the current, and future strategic plans.
<b>Date:</b>	February 2024

### Organizational Context and Organization Chart



## Key Result Areas (KRAs):

The position of the Education IT Team Leader encompasses the following major functions or Key Result Areas:

1. Strategic leadership of the section and contribution to the strategic leadership of EQAP towards achieving key deliverables as articulated in the business plan.
2. Leadership of the section ensuring a highly effective team works cohesively and adheres to best practice as evidenced by high quality service provided to member countries.
3. Management of section and project work including financial controls and practices ensure accountability and transparency, that link directly to professional input and benefits for member countries as per the work of the section.
4. Professional services provided by the section to member countries and to broader SPC are consistently of high quality and link with measurable impact upon the quality of education in the Pacific.

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

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b>Integrated Work Unit Management (25%)</b></p> <ul style="list-style-type: none"> <li>• Contributing to the implementation of and updates to the EQAP Business Plan which aligns to the SPC Strategic Plan.</li> <li>• Maintaining informative working relationships with the relevant stakeholders and partners in education in undertaking the IT work.</li> <li>• Monitoring the implementation and progress of all IT work, ensuring that inputs are fully provided, and that outcomes are evaluated.</li> <li>• Ensuring that reporting for IT work is complete and submitted as per SPC and donor requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• IT work is articulated within the business plan and work plan, aligned to the SPC strategic plan.</li> <li>• Regular discussion is had with stakeholders and relevant information, updates and follow up are readily available.</li> <li>• The implementation and progress of all IT work is monitored.</li> <li>• Outcomes are evaluated. Reports are provided at the milestones indicated in project plans and as required through SPC processes.</li> </ul>
<p><b>Team performance and leadership (25%)</b></p> <ul style="list-style-type: none"> <li>• Creating a team environment that fosters and develops effective working relationships and high performance.</li> <li>• Building a strong and effective team capable of providing services of the highest quality.</li> <li>• Ensuring team members, including service providers, are managed effectively (in particular recruitment, tendering and selection, performance management, and training and development).</li> <li>• Monitoring the performance and workloads of staff members and service providers to ensure that objectives are met.</li> </ul>	<ul style="list-style-type: none"> <li>• The team work collaboratively and cohesively to achieve IT outcomes.</li> <li>• Members of the team collectively use their skills, knowledge and capacity to provide services to stakeholders.</li> <li>• All team positions and consultancies are appropriately staffed and managed.</li> <li>• Appraisals of all staff, with follow-up discussion, are carried out at six monthly intervals.</li> <li>• Contracts are made according to SPC procurement policy and monitored as per terms of reference.</li> </ul>

<ul style="list-style-type: none"> <li>• Developing and monitoring contracts of short-term technical experts and other support.</li> <li>• Creating linkages and integrating with the wider SPC workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Networking, cooperation and integrated approaches are used to reach shared goals.</li> </ul>
<p><b>Project Management/Project Financials (25%)</b></p> <ul style="list-style-type: none"> <li>• Developing the IT work plan and budget.</li> <li>• Preparing and providing accurate financial, procurement and travel information to the EQAP Finance Officer.</li> <li>• Carrying out the day-to-day management, implementation and coordination of all project activities and ensuring project objectives are met.</li> <li>• Supervising the implementation of the work plan and monitoring to ensure it is implemented in a timely manner and within budget.</li> <li>• Proactively identifying and responding to new opportunities that will enhance project objectives.</li> <li>• Contributing to and managing the preparation of proposals, including budgets, designed to secure funding that supports initiatives designed either directly or indirectly to improve educational quality.</li> </ul>	<ul style="list-style-type: none"> <li>• IT work plan and budget are in place, monitored and revised as necessary.</li> <li>• Financial information regarding section work is prepared and processed according to SPC policy.</li> <li>• Projects are managed with attention to budget, risk registers, timelines and M&amp;E components.</li> <li>• The work plan is implemented with attention to budget, risk registers, timelines and M&amp;E components.</li> <li>• Opportunities are identified and pursued. Components of project proposals are completed as per SPC standards, vetted internally in EQAP and with SPC.</li> </ul>
<p><b>Professional services provided (25%)</b></p> <ul style="list-style-type: none"> <li>• Analyse and interpret user ICT requirements, in particular database and programming needs for existing and potentially new value adding applications.</li> <li>• Develop and support core EQAP- wide applications.</li> <li>• Participate in the development and use of endorsed SPC project guidelines and standards and apply those techniques to manage, implement and deploy IT projects.</li> <li>• Review, analyse and document priority business requirements identified by EQAP staff and other essential stakeholders and provide timely and appropriate recommendations and/or solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• All systems upgrades are implemented as scheduled with proper requirements, design and training documents completed.</li> <li>• Software implementations and operation are aligned with EQAP business plan and end-users' requirements.</li> <li>• Positive feedback on availability, security, and performance of implemented solutions.</li> <li>• Positive feedback from users and stakeholders on provision of support of solutions.</li> <li>• Positive feedback from project participants and stakeholders on the delivery of project management activities.</li> <li>• Supporting documentation is timely updated.</li> <li>• Projects are on time and on budget.</li> </ul>

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):

- Managing competing demands of member countries and team workloads against timelines, all of which may be at odds with one another.
- Negotiating the political, social and cultural sensitivities of the various stakeholder groups in provision of services to member countries from a regional perspective.
- Working effectively and efficiently within budget to deliver high quality services and finding ways to reduce costs and/or increase resources.
- Making decisions on section direction and resource management that have long term implications for the section and for EQAP.

### Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• Ministry of education counterparts within member countries</li> <li>• SPC colleagues from other divisions</li> <li>• Educational bodies within and outside the region</li> <li>• Consultants</li> </ul>	<ul style="list-style-type: none"> <li>• Service to members</li> <li>• Integration</li> <li>• Project implementation</li> <li>• Possible future initiatives</li> <li>• Collaboration with partners</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Director EQAP</li> <li>• Deputy Director</li> <li>• Team Leaders within EQAP</li> <li>• EQAP Finance Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Section matters</li> <li>• Integration</li> <li>• Project implementation</li> <li>• Trends in monitoring quality in education</li> <li>• Move to raise education quality</li> </ul>

### Level of Delegation:

Routine Expenditure Budget: *EUR 0*

Budget Sign off Authority without requiring approval from direct supervisor: *EUR 50*

**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:
<ul style="list-style-type: none"><li>• Postgraduate in information technology</li></ul>	<ul style="list-style-type: none"><li>• A master's degree in information technology with programming as a major component.</li></ul>

**Knowledge/Experience**

Essential:	Desirable:
<ul style="list-style-type: none"><li>• At least 10 years' experience as a software/ application developer/ analyst, with a proven track record of programming in client-server environments.</li><li>• 5 years' experience on technical project management and the successful implementation of medium to large enterprise systems.</li><li>• Experience working in an agile environment.</li><li>• Experience with professional software engineering best practices for the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing and operations</li><li>• Experience in building teamwork, initiative and ability to adhere to strict deadlines</li><li>• Excellent communication and interpersonal skills, with a high standard of written and spoken English</li></ul>	<ul style="list-style-type: none"><li>• 10 years' work experience in a regional organisation</li><li>• Experience in Pacific Island Countries and Territories</li><li>• Either strong OOP or Functional Programming and modelling skills</li><li>• Fluent with functional, imperative and object-oriented languages.</li><li>• Experience building complex web systems that have been successfully delivered to customers</li></ul>

## 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"><li>• Positive professional attitude for the provision of high quality service;</li></ul>
Advanced level	<ul style="list-style-type: none"><li>• A flexible approach and a willingness to assist with a variety of other tasks within EQAP.</li></ul>
Working knowledge	<ul style="list-style-type: none"><li>• A high level of interpersonal skills and cultural sensitivity;</li><li>• Ability to set priorities successfully working with minimal supervision;</li><li>• Ability to work within timelines and to respond to stakeholders needs immediately</li></ul>
Awareness	<ul style="list-style-type: none"><li>• SPC Regulations and Policies</li><li>• Ability to work well with the Corporate Services team and with other EQAP staff;</li><li>• Excellent oral and written communication skills;</li><li>• Ability to deal with confidential information in a professional manner;</li><li>• Ability to maintain confidentiality of information private to individual stakeholder and to maintain neutrality as a professional officer</li></ul>

## 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

- 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.