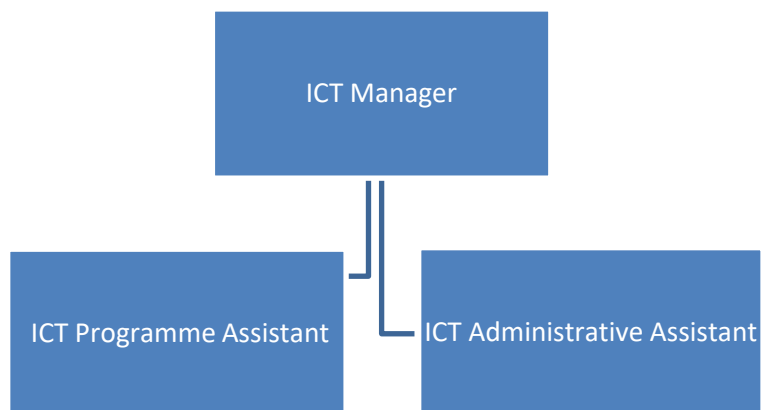




JOB DESCRIPTION

Job Title	ICT Programme Assistant
Division and Section	ICT / OMD
Location:	Suva, Fiji
Reporting to:	ICT Manager
Number of Direct Reports:	Nil
Job Purpose:	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:	February 2025

Organisational Context and Organisation Chart



Key Result Areas (KRAs):

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

1. General Administration Support Services
 - Provide broad range of administrative and financial services support to ICT staff to enable the implementation of ICT Programme activities
2. Procurement, Finance and Asset Management
 - Adhere to all Procurement, Finance and Asset Management Policy/requirements in an accurate and timely manner to lead efficient procurement and finance assistance and record keeping and management of deployed ICT equipment

3. Vendor Management
 - Maintain vendor relationships to ensure effective service delivery, improved customer satisfaction, reduced risk and continuous quality improvement
4. ICT Staff Travel Support
 - Ensure arrangements for staff travel locally and abroad are conducted in an efficient and effective manner and 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 technicians, including proactive queue management

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

Jobholder is accountable for	<i>Jobholder is successful when</i>
<p>KRA 1: General Administration Support Services</p> <ul style="list-style-type: none"> • Organising/coordinating logistics for bulk purchasing of ICT equipment's from overseas preferred supplier • Request quotations for IT related purchases and ensure they are received in a timely manner • Track delivery of stationery and stock for facilities requirements and acknowledge receipt • Process payments of invoices through PI's on Navision for IT team • Maintaining and strengthening electronic filing system for ICT and ensuring that all documents are available for audit purpose when required • Lead development of administration policies and procedures for effective ICT admin support 	<ul style="list-style-type: none"> • 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
<p>KRA 2: Procurement , Finance and Asset Management</p> <ul style="list-style-type: none"> • Lead research on ICT Hardware and Software Asset offerings and present options and quotes based on cost and/or best fit. • Provide best practice procurement advice and support for ICT assets • Provide detailed quotations for IT equipment to programmes, projects and users in a timely manner • Arrange monthly payments for ICT utilities i.e. Internet, PABX • Ensure reconciliation and clearance of committed PO's and unused PO's deleted • Manage costing and reconciliation of ICT assets and liaise with Finance department on FCR and non FCR assets • Lead the accountable and accurate recording and maintenance of ICT assets • Implement and manage yearly ICT asset stock take including both hardware and software 	<ul style="list-style-type: none"> • Office supplies and other ICT equipment is procured effectively with overseas and local suppliers and are in compliance with SPC policy • End-users/programs are aware of options, prices and specs of the standard IT machines and other ICT products • End users receive timely quotes for their requests and are followed up regularly • 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 accounted for, and annual stock take completed

<p>KRA 3: Vendor Management</p> <ul style="list-style-type: none"> • Maintaining open communication with ICT suppliers and ensuring competitive price list of items are provided • Coordinating and maintaining timely processing of vendor invoices and effectively communicating status with vendors • Track delivery routes, patterns and timeline of ICT vendors and arranging logistics with clearing agents for orders • Assist ICT Service Manager in reviewing and updating supplier contracts in line with SPC procurement policies • Monitoring and ensuring quality product and services are provided by vendors, and instituting corrective action where supplies fail to achieve an expected level of service • Creation and management of an annual calendar of contract renewals, with appropriate review processes implemented for long-term contracts 	<ul style="list-style-type: none"> • ICT vendors are satisfied with Pacific Community and provide best prices and service • Vendors are satisfied with the timely efficient processing of payments • Managers and colleagues are aware of ETA and orders are received on time from suppliers • Contracts are sent to procurement for verification and renewed before being sent back to suppliers • Quality equipment's and products are received from vendors and prompt services provided • Periodically undertake competitive processes to review existing contracts to ensure SPC continues to receive best value
<p>KRA 4: ICT Staff Travel Support</p> <ul style="list-style-type: none"> • Organise flight bookings with SPC preferred service providers for ICT staff, ensuring cost effectiveness • Raise purchase orders for airfare tickets for ICT Staff and payments • Calculate per diems for ICT travelling staff with reference to SPC per diem rates and confirmed itineraries • Making hotel and other transport arrangements through approved processes • Assist staff with travel acquittals 	<ul style="list-style-type: none"> • Flight itineraries developed and provided to requesting staff within 3 days of receiving the request • Documentation for travel and per diems processed within 5 days of receiving the request and provided to ICT staff travelling • Staff are satisfied with their travel arrangements • Acquittals are submitted to Finance within 3 days of receipt from staff
<p>KRA 5: Service Desk Support</p> <ul style="list-style-type: none"> • Provide level 1 support for helpdesk issues as directed by ICT technicians • Provide advice and support on service desk requests for procurement, financial and administrative information • Assist with hardware and software requests and maintain records on ICT asset management on SharePoint site • Coordinating and manage warranty applications for ICT equipment through ServiceNow • Ensure ICT Asset information is accurate in ServiceNow 	<ul style="list-style-type: none"> • 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 • Users are provided with the requested software, and records are up to date on SharePoint • 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.

Work Complexity:

Most challenging duties typically undertaken:

The major challenge of the position is to continuously ensure that the ICT staff are provided with the necessary administrative support service to facilitate their work. This means that the incumbent must be proactive. They must be familiar with ICT policies, SPC travel guidelines and related staff entitlements and fully understand all of SPC's administrative directions regarding HR, procurement and financial matters. Also, they must be familiar with Asset Tracking for effective deployment and management.

An important challenge for the Programme Assistant is to be able to work with all of SPC staff coming from diverse cultures. The differing cultural backgrounds of staff need to be managed with sensitivity.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none">• ICT Suppliers and Support providers• Local travel agents• Suppliers of Office Equipment and stationary• ICT Utility providers	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 <ul style="list-style-type: none">• SPC ICT Manager / Team Leader• All ICT Staff• All SPC Staff• OMD staff	<p>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.</p> <p>The Programme Assistant also liaises regular with staff within the OMD section for budgetary support, administrative work, and HR support.</p>

Level of Delegation:

Routine Expenditure Budget: 0

Budget Sign off Authority without requiring approval from direct supervisor: 0

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">• Tertiary diploma in a relevant field such as office management, business administration, information technology or equivalent body of knowledge and experience.	

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none">• At least 2-3 years of experience in an ICT/administrative/financial support role particularly in an ICT Service Desk environment• Excellent MS Office skills	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Experience in basic people management practices
Awareness	<ul style="list-style-type: none">• 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

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.