JOB DESCRIPTION

Job Title:	ICT Project/Support Officer
Division and Section:	ICT, OMD
Location:	Suva
Reporting to:	ICT Service Manager
Number of Direct Reports:	N/A
Purpose of Role:	The ICT Project/Support Officer will assist in implementation of ICT projects within the organization. This individual will ensure successful project implementation in collaboration with cross-functional teams. Assisting with managing project risks and issues. Additionally, this individual will may be required to provide end-user ICT support on a day-to-day as needed basis.
Date:	May 2024

Organisational Context and Organisation Chart
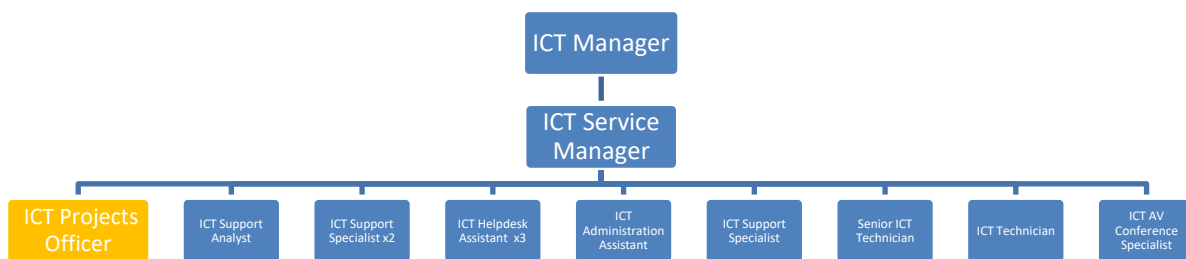
Key Result Areas (KRAs):

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

- Project Planning and Initiation (25%)
- Project Execution and Monitoring (25%)
- Risk Management and Issue Resolution (20%)
- Quality Assurance and Compliance (10%)

- Stakeholder communication and Relationship management (10%)
- ICT Support (10%)

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

Jobholder is accountable for	Jobholder is successful when
Project Planning and Initiation: 25% - Work with stakeholders to clarify project goals and scope. - Assist with creating project plans, including timelines, milestones, and resource allocation. - Assist in the evaluation of project feasibility and identify potential risks.	- Stakeholders' requirements and scope of work is clearly defined. - The planning is complete, including relevant parties involved, approvals obtained and efficiently communicated.
Project Execution and Monitoring: 25% - Guide project teams to follow the plan and timelines. - Monitor resources usage and adjust as necessary. - Keep track of project progress and adjust as needed. - Assist in holding regular project meetings to keep everyone informed. - Assist in managing project documentation, including requirements, specifications, and change requests.	- Good resources allocation, work and documentation throughout the project. - Conduct regular progress meetings to identify and remediate potential issues and communicate regularly to the relevant parties using the project management tools.
Risk Management and Issue Resolution: 20% - Identify project risks and plan strategies to minimize potential impact. - Proactively identify and resolve issues that may arise during project execution. - Escalate unresolved issues to appropriate stakeholders and facilitate timely resolution. - Keep track of changes to project scope, schedule, and budget.	- Conduct regular progress meetings to identify and remediate potential issues and communicate regularly to the relevant parties using the project management tools.
Quality Assurance and Compliance 10% - Ensure that projects adhere to quality standards and compliance requirements. - Conduct regular quality assurance reviews to assess project deliverables and performance. - Use best practices and methodologies for project management. - Participate in post-project reviews to evaluate project outcomes and identify areas for improvement.	- Identify the quality standards to be used during the project and ensure that the quality has been met. - Ensure that OHS compliance is met. - Post-project review is performed and report written to be distributed to management and stakeholders and methodologies amended for future projects if need be.

Stakeholder Communication and Relationship Management 10% - Build good relationships with stakeholders, including business users, IT teams, and external vendors. - Communicate project objectives, progress, and outcomes to all stakeholders. - Address stakeholder concerns and requests in a timely and professional manner. - Solicit feedback from stakeholders to continuously improve project management processes.	- Every milestone is efficiently and timely communicated to all relevant stakeholders. - Stakeholders concerns and comments are taken in consideration, acknowledged and replied to in a timely manner.
ICT Support 10% - Provide first-line technical support to end-users via various channels, including phone, remote access, email, and in-person. - Troubleshoot hardware, software, security and network issues promptly and effectively. - Diagnose and resolve technical problems related to desktops, laptops, AV equipment, printers, digital desk phones, mobile devices, and other IT equipment.	- Issues are dealt with in a timely manner and forwarded to relevant teams if required. - All work is to be performed according to IT guidelines and procedures.

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):

- Meeting client's expectations even at short notice.
Ability to prioritize competing demands to meet customer requirements.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
▪ External - - All suppliers, after sale services	Source quotations, order follow-up, monitor work planning and progress, escalation, testing and post implementation issues mitigation.
▪ Internal – - All SPC staff, consultants	Gather clients' requirements, plan the work, monitor progress and communicate efficiently with the clients on the progress. Fix issue, PC maintenance; help users on different SPC software.

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:
- Diploma in IT or equivalent tertiary qualification	- Specialized IT Certifications Project Management certifications

Knowledge/Experience

Essential:	Desirable:
- Relevant IT Work Experience of 4-5 years - 2 years of proven experience with project management - Strong understanding of project management methodologies, tools, and techniques. - Demonstrated oral and written communication Skills - Working knowledge of English - Good communication and interpersonal skills - Team player - Good organizational skills - Experience working in the Pacific	- Experience with Project and Task Management Tools e.g. ClickUp, Microsoft Project and Trello.

Key Skills/Attributes/Job Specific Competencies

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

Expert level	• Project Management tools
Advanced level	• Analysis of the client's requirement
Working knowledge	• Troubleshooting techniques
Awareness	• Changes in Computer Hardware/Technologies • SPC Regulations and Policies

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 demeanour
- Demonstrated high level commitment to customer service

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.