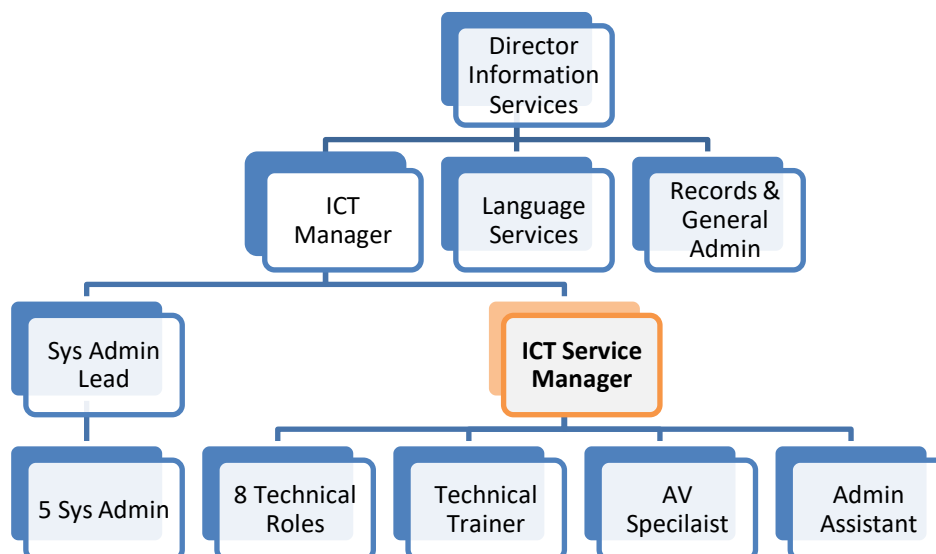




**JOB DESCRIPTION**

<b>Job Title:</b>	ICT Service Manager
<b>Division/Programme:</b>	Operations Management Directorate / ICT Section
<b>Location:</b>	Suva or Noumea
<b>Reporting to:</b>	ICT Manager
<b>Number of Direct Reports:</b>	11
<b>Purpose of Role:</b>	The ICT Service Manager is responsible for managing and overseeing SPC's ICT Service delivery across all SPC sites. This includes playing an integral role in overseeing the operations of the organizations Service Desk by ensuring optimal service levels through building strong and motivated teams. The role is also responsible for managing the customer service relationship with internal and external stakeholders and ensuring the Service Team meets its delivery and reporting obligations.
<b>Date:</b>	August 2023

**Organisation Context:**



## Key Result Areas:

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

- Manage and operate the SPC Service Management platform, the ICT Service Desk, provide high quality ICT services, and identify and mitigate ICT issues
- Provide leadership that ensures effective service delivery of ICT services in all SPC locations
- Assist in the management of client relationships for all ICT services
- Process improvement with other OMD Managers and teams across SPC to implement system and process improvements
- Support the ICT Full Cost Recovery model and ensure that the ICT services are financially sustainable, well managed and cost recovered as appropriate

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

<b>Job holder is accountable for</b>	<b>Jobholder is successful when</b>
<p>KRA 1: 35%</p> <p>Manage and operate the SPC Service Management platform, the ICT Service Desk, provide high quality ICT services including audio visual services, and identify and mitigate ICT issues.</p>	<ul style="list-style-type: none"> <li>• Enabling the delivery of corporate ICT services by managing resources, communications and customer expectations and ensuring that the right capacity is provided to customers at the right time.</li> <li>• Incident and service availability are managed successfully within the designated delivery parameters.</li> <li>• End user satisfaction with ICT service delivery.</li> <li>• Report on any escalations and manage exceptions including communications with key stakeholders the SLA variances and status.</li> <li>• Acting as an escalation point to resolve service issues that may have potential negative impacts to clients.</li> <li>• Adequate communication links between all SPC locations</li> <li>• ICT facilities in Fiji is well-maintained and replaced in a timely manner</li> <li>• ICT assets are well managed in the most cost-effective manner</li> <li>• Service Desk tickets are regularly reviewed and analysed for patterns</li> <li>• ICT services meet the KPIs set out in the OMD Business plan and any service level agreements, including               <ul style="list-style-type: none"> <li>○ Infrastructure uptime</li> <li>○ Help desk response times</li> </ul> </li> <li>• Issuing equipment to incoming staff</li> </ul>
<p>KRA 2: 25%</p> <p>Provide leadership that ensures effective service delivery of ICT services in all SPC locations</p>	<ul style="list-style-type: none"> <li>• Staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring that ICT service team manages workload and priorities across all SPC locations.</li> <li>• Get the best out of a diverse team of people.</li> <li>• Build a harmonious and energized work culture.</li> </ul>
<p>KRA 3: 10%</p> <p>Assist in the management of client relationships for all ICT services</p>	<ul style="list-style-type: none"> <li>• Develop support strategies to improve customer satisfaction.</li> <li>• Client needs are well understood and catered for</li> <li>• Opportunities for training clients to reduce the burden on ICT services are identified and acted upon</li> <li>• Client expectations are managed, and workload is appropriately prioritised</li> <li>• Ability to liaise between technical teams and end users to ensure all parties are well informed and expectations are understood and managed.</li> <li>• Client relationships with internal stakeholders are actively managed.</li> </ul>
<p>KRA 4: 20%</p> <p>Process improvement with other OMD Managers and teams across SPC to implement system and process improvements</p>	<ul style="list-style-type: none"> <li>• Provide service update reporting to ICT Manager as required.</li> <li>• Work closely with ICT Manager and CTO on technology choices</li> <li>• Opportunities for synergies and systems improvements via ServiceNow are identified and acted upon</li> <li>• ICT support during conferences and other events is coordinated across teams</li> <li>• Identify opportunities for ongoing improvement of team processes and procedures.</li> <li>• Assist with the development and enhancement of relevant policies, processes, procedures, standards and guidelines.</li> <li>• Play an active role in the execution and implementation of new processes and procedures to maximise customer satisfaction and team efficiency.</li> </ul>
<p>KRA 5: 10%</p> <p>Support the ICT Full Cost Recovery model and ensure that the ICT services are financially sustainable, well managed and cost recovered as appropriate</p>	<ul style="list-style-type: none"> <li>• The full cost recovery business model is executed, implemented and maintained for ICT services</li> <li>• Client equipment is well managed and replaced as needed</li> <li>• Delivered successful projects without cost or effort overruns.</li> <li>• ICT equipment is refreshed through bulk orders, within agreed cycles</li> <li>• ICT preferred suppliers, vendors, and contracts are managed</li> </ul>

## **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:

- Providing high level service to clients with high expectations and varying levels of technical understanding (from none to expert level)
- Understanding and react to clients' needs, while managing limited resources
- Implementing full cost recovery
- Remaining abreast of current and emerging trends in ICT service management.
- Efficient management of technical staff in multiple locations
- Retaining a sufficient level of technical skill to ably lead a skilled technical team.
- Adapting to changing priorities and revising work plans.

### **Functional Relationships & Relationship Skills:**

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

### **Level of Delegation:**

Routine Expenditure Budget: 300,000€

Budget Sign off Authority without requiring approval from direct supervisor: 2,000€

## Person Specification:

### Qualifications

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

### Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"><li>• At least 10 years of experience, with 6 years of experience in managing a comprehensive ICT service department for a medium sized organisation, preferably in multiple locations.</li><li>• Practical experience in the delivery and execution of ICT Managed services including audio visual services.</li><li>• Demonstrated management ability to manage ICT people and projects.</li><li>• Experience in the management and operation of ITSM framework in particular ITIL.</li><li>• Skilled in the delivery of Service Strategy and Service Design activities in relation to ServiceNow</li><li>• Excellent communication and negotiation skills</li><li>• Ability to work collaboratively and across teams to achieve systems improvements</li><li>• Fluent in English.</li></ul>	<ul style="list-style-type: none"><li>• Demonstrated ability to respond effectively to ICT opportunities and challenges in small island countries, preferably in the Pacific region.</li><li>• Familiarity with ICT issues in small island countries, preferably in the Pacific region.</li><li>• Good knowledge of the Pacific</li><li>• Demonstrated capacity to work in a team of people from different cultural backgrounds</li><li>• Demonstrated experience in ICT policy development at corporate and broader levels.</li><li>• Demonstrated experience in leading audio visual service delivery</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>• ICT Service Management</li><li>• Client relationship management</li><li>• Strategic awareness</li><li>• Current ICT Trends</li></ul>
Advanced level	<ul style="list-style-type: none"><li>• Section management, including financial management</li><li>• ICT Security concepts</li><li>• Operating systems and trends</li><li>• Ability to work with multiple teams and divisions</li><li>• Analytical skills</li><li>• Adaptability</li></ul>
Working Knowledge	<ul style="list-style-type: none"><li>• Programming languages</li><li>• Telecommunications</li><li>• Virtualisation and green technologies</li><li>• Conferencing technologies</li><li>• Networking (as relates to ICT)</li><li>• Systems administration</li></ul>
Awareness	<ul style="list-style-type: none"><li>• SPC policies relating to recruitment, gender, harassment, and other policies and regulations.</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

- 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 Corporate Services. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.