JOB DESCRIPTION

Job Title:	ICT Technician
Division and Section:	ICT, OMD
Location:	Suva, Fiji
Reporting to:	ICT Support Specialist
Number of Direct Reports:	Nil
Purpose of Role:	Assist the ICT Team in service delivery.
Date:	May 2024

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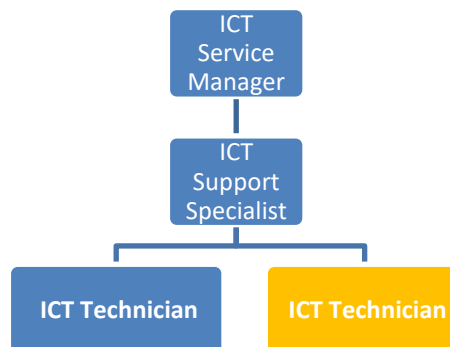
Key Result Areas (KRAs):

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

- Helpdesk Support level 1 & 2 and escalation to Level 3
- Documentation, Inductions and Training
- Computer and Basic Network Troubleshooting and Maintenance
- Onsite/Remote Site, End-User software & hardware support
- Provide Conference Support

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

Jobholder is accountable for	Jobholder is successful when
Technical Support (50%) - 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. - Assist with monitoring, and managing alerts generated by the M365 Portal and taking the necessary actions to address these alerts. - Diagnose and resolve technical problems related to desktops, laptops, AV equipment, printers, digital desk phones, mobile devices, and other IT equipment. - Install, configure, and upgrade hardware and software components as needed.	- Provided feedback to user queries and support issues. - Systems upgrades are complete. - Computers are prepared and setup as required and are ready for the end user. - Maintenance issues are attended on time and are resolved. - User satisfaction with conference room services.
Incident & Service Request Management (20%) - Track support tickets using a ticketing system, ensuring timely resolution, communication and proper documentation. - Prioritize and escalate support tickets according to severity and impact on business operations. - Follow established procedures for incident and problem management, including incident analysis and root cause identification. - Communicate with end-users to provide status updates and resolution timelines.	- Helpdesk and personal queues are up to date and issues are resolved in a timely manner and/or escalated.
User Training and Documentation (10%) - Provide user training and guidance on IT tools, applications, and best practices. - Create and maintain technical documentation, user guides, and knowledge base articles.	- Customized inductions/training sessions are run with positive feedback from staff. - Successfully prepared user-friendly guides as needed.
IT Project Support & Procurement (10%) - Assist in the implementation of IT projects, including software deployments, system upgrades, and infrastructure enhancements. - Collaborate with project teams to support the rollout of new technologies and systems. - Procure quotations for ICT Equipment, provide recommendation to end-user, and liaise with Suppliers on ETA's, etc.	- Issues related to computer applications are resolved. - New hardware is setup and installed according to IT guidelines and procedures. - End-user needs are met for the requested procurement.

Conference Support (10%) - ICT support for in person/virtual or hybrid events either on SPC premises or offsite in liaison with ICT Conference Technician. - Setup and operate SPC Simultaneous Interpretation Equipment with ICT Conference Technician. - Ensure conference room and associated equipment is setup as required. - Work with the AV Team where required to assist in event support.	- User satisfaction with conference room services.

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.

  Occasionally working out of hours and weekends.

  Ability to prioritise competing demands to meet customer requirements.
- Troubleshooting with users in an efficient manner with quick turnaround times on solutions
- Effective communication with all SPC users

  Support for conferences and meetings, ensuring all equipment is functioning well

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External - All suppliers, helpdesk hotline, after sale services.	Order follow up, hotline
Internal - All SPC users, consultants, conference participants.	Fix issues, Computer maintenance; help users on different SPC software and hardware. Conference Support and Training.

Level of Delegation:

Routine Expenditure Budget: *0 Euro*

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

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.

Knowledge/Experience

Essential:	Desirable:
- 5 years of relevant IT work experience. - Knowledge of Microsoft, Mac and Linux based systems. - Demonstrated oral and written communication skills. - Working knowledge of English and French (Noumea Based Positions). - Good communication and interpersonal skills. - Demonstrated team player. - Good organizational skills.	- Understanding Basic Linux Commands. - Audio Visual systems.

Key Skills/Attributes/Job Specific Competencies

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

Expert level	• Microsoft Programs
Advanced level	• PC and Printer Maintenance
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 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.