

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Leadership Commission, LC		
2. Position Title: ICT Helpdesk Officer	3. Salary Level: L 13-12	4. Division: Corporate Services
5. Reports To: Office Manager, Assistant Admin and Snr. Assistant Secretary	6. Direct Reports: Office Manager (OM)	
7. Primary Objective of the Position: Provide ICT technical support to all end-users.		

8. Position Overview	
9. Financial: N/A	10. Legal: N/A
<p>11. Internal Stakeholders:</p> <ul style="list-style-type: none"> ● Chairman and Commissioners ● Secretary & all Staff of the Commission <p>To be referred to Manager:</p> <ul style="list-style-type: none"> ● Work plan ● Procurement of ICT equipment ● Overtime to carry out additional tasks ● Routine maintenance 	<p>12. External Stakeholders:</p> <ul style="list-style-type: none"> ● Public Civil Servants ● Incoming Customers/visitors <p>Without referral to Manager:</p> <ul style="list-style-type: none"> ● Nil
<p>13. KEY ACCOUNTABILITIES <i>(Include linkage to KDP, MOP and Divisional Plan)</i></p> <ul style="list-style-type: none"> ▪ KDP/KPA: ▪ MOP Outcome: 	

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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<ul style="list-style-type: none"> Divisional/Departmental/Unit Plan: 		
Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
General Technical Support Service	<ul style="list-style-type: none"> Work as a first line Help Desk in providing IT support and attend to end users requests and problems Maintain and troubleshoot hardware in computer desktop, laptop and service systems, printer, UPS, Scanner, CDROM/DVD drives and other computer related equipment Record assets for all electronics devices. Assist in preparing of training materials and provide training to end users on basic computer operations and technology Provide technical support to staffs Carry out preventive maintenance to protect computer systems from internal and external threats <ul style="list-style-type: none"> Installation of Anti-virus software Software updates Provide IT support during training, workshop and other staff events. Setup of new computers <ul style="list-style-type: none"> Printer connection Network connection Software installation 	<ul style="list-style-type: none"> Computer equipment and communications tools are working properly without a problem IT problems are well addressed and attended within a day Training on basic computer operations and new technology introduced conducted periodically so that staff are well informed and computer literate Minimal power failure issues experienced

10. Key Challenges	11. Selection Criteria
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<ul style="list-style-type: none"> • A key challenge of the post is to face multiple requests for the helpdesk and user demand on ICT. • Climbing up the ceilings and other heights platforms will be part of the job. • Regular lifting of medium to very heavy machines can be a challenge to consider. • Able to be flexible and sometimes working outside normal working hours can be also a key challenge. 	<p>11.1 PQR (Position Qualification Requirement): Education: Form 7 Certificate</p> <p>Experience: 2 years in IT related field</p> <p>Job Training: on job training</p>
	<p>11.2 Key Attributes (Personal Qualities):</p> <p>1. Knowledge</p> <ul style="list-style-type: none"> • Knowledge on computer hardware and software • English Language • Knowledge on customer and personal services • Basic computer skill on office, file management, designing forms and cards. • Education and Training. <p>2. Skills:</p> <ul style="list-style-type: none"> • Active listening • Critical thinking • Instructing • Complex problem solving • Speaking <p>3. Attributes</p> <ul style="list-style-type: none"> • Concern for others • Self-control • Attention to detail • Analytical thinking • Integrity • Team work

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| | <ul style="list-style-type: none">• Strong and fit |
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