

GOVERNMENT OF KIRIBATI

POSITION DESCRIPTION

1. Ministry: MFED		
2. Position Title: IT Assistant Specialist	3. Salary Level: L 11–10/9–7	4. Division: ICT
5. Reports To: DoICT or SRO	6. Direct Reports: IT Specialist	
7. Primary Objective of the Position: Supports the IT Specialist in overseeing the technical & administrative operations of the IT Unit and provide assistance to IT Helpdesks role that are beyond their capability and knowledge.		
8. Position Overview		
9. Financial: N/A	10. Legal: N/A	
<p>11. Internal Stakeholders:</p> <ul style="list-style-type: none"> • MFED Secretary • SMM • IT Specialist, • MFED Staff <p>To be referred to Manager:</p> <ul style="list-style-type: none"> • decision making & technical advice outside his scope of work • queries, demands by MFED and SOEs on all ICT 	<p>12. External Stakeholders:</p> <ul style="list-style-type: none"> • SOEs CEOs and Managers • Kiribati Computer & Internet Society • public servants <p>To be referred to Manager</p> <ul style="list-style-type: none"> • assistance to be provided to the stakeholders • membership and involvement to these entities • any other activities that required by him from these bodies 	

This is position description provides a comprehensive, 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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<p>related services that are not fall under his primary objectives</p> <ul style="list-style-type: none"> • Any other related ICT issues beyond his/her control. 	
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13. KEY ACCOUNTABILITIES *(Include linkage to KDP, MOP and Divisional Plan)*

- **KDP/KPA: KPA 1:Human Resource Development**
- **MOP Outcome: KPA 1: Human Resource Development 1.5**

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Web Development – website & databases administration Support.	Provide support to the IT Specialist for the design, implementation and testing of all web-development applications (website, web databases) for the Ministry. Continual support on current overseas web-applications with the Ministry.	Progress report on secure website, and efficient error free databases. Ongoing evaluation from users on website contents and databases.
Network Administration Support	Provide Support to IT Specialist in all Network (Wireless & Wired) Management Issues. Sole responsible for troubleshooting, installation and maintenance of all network equipment and related problems of the Ministry’s LAN, WLAN and WAN	Reports to ITM on status of all networking equipment. Monitoring reports of all networking devices usage and problems. Fast secure and reliable network.
Server Administration Support	Provide support to IT Specialist on minor tasks related to all existing Server Machines and LAN Storages and other	Error-free servers and availability of

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	networked devices for the Ministry.	services to be approximately 24/7.
Hardware & Software Procurement Support	Provide Assistance to IT Specialist for the Ministry local and overseas orders on IT Hardware & Software.	Up to date orders and payments. Reports on recurrent usage for all IT related equipment.
IT Auditing Assistance	Assist IT HelpDesks on all Ministry Computer Hardware & software Auditing activities and issues.	Report from Audit office on the Ministry Computer Assets Auditing status.

10. Key Challenges	11. Selection Criteria
<p>A key challenge of the post is to face multiple request for 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>	<p>11.1 PQR (Position Qualification Requirement):</p> <p>Education: Degree in Computing Science.</p> <p>Experience: 3 years working experience related to ICT</p> <p>Job Training: on the job training</p>
	<p>11.2 Key Attributes (Personal Qualities):</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of and competence in the use of Database & Web development, Design and Implementation on all related web database applications. • Knowledge and experience of Microsoft Office, Open Office/Libre Office • Interest in developing IT skills • Excellent written and oral communication skills • Ability to priorities tasks and to complete them quickly and accurately, and to organize own tasks.

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- Ability to remain calm under pressure and to handle difficult situations
- Commitment to working effectively within a team environment
- Ability to use initiative and judgment

Skills

- Quality Office and Customer service skill
- Critical thinking
- Instructing
- Skilful in an IT-Support environment
- Skilful working with networked computing systems
- Complex problem solving
- Speaking
- Perform a motivated, proactive and helpful approach to work

Attributes

- Concern for others
- Self-Control
- Attention to detail
- Analytical thinking
- Integrity
- Team work
- strong and fit
- work under harsh conditions

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