GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. **Ministry:** Ministry of Information, Communications and Transport	

2. **Position Title:** ICT Officer	3. **Salary Level:** 10-9/8-7	4. **Division:** Digital Transformation Office

5. **Reports To:** Senior ICT Officer	6. **Direct Reports:** ICT Assistant Specialist

7. Primary Objective of the Position:
To maintain Government's computer systems and networks and provides technical assistance to the Ministry network as a whole.

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8. Position Overview

9. Financial: Nil		10 Legal: NCS.
11. Internal Stakeholder: ICT staff Without referral to Manager: Nil Frequently to consult and discuss problems and issues of computer and network systems	12. Internal Stakeholder: Director of ICT/DS/Sec To be referred to Managers: HODs Regularly to answer any inquiries regarding computer software or hardware operation to resolve problems. Maintenance in troubleshooting issues with hardware and applications as may be required.	13. External Stakeholder: Nil

13. KEY ACCOUNTABILITIES(*Include linkage to KDP, MOP and Divisional Plan*)
- *KDP/KPA:*
- *MOP Outcome:*
- *Divisional/Departmental/Unit Plan:*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes

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.

Approved by:	Date of Issue:

Intranet/Internet Support	-Develop and maintain office Intranet/Internet websites through content management system such as Drupal, etc. -Ensure the sites are updated regularly. -Train users in the use of systems	Office Intranet/Internet websites are launched. Contents of Intranet/Internet websites are updated and published on time. Users learnt and be able to use the system
Email System support	-Maintain office mail system for internal and external office use. -Create new user mail account -Reset user password if forgotten -Assist users with problematic emails -Train users in the use of systems	95% system uptime New email account are created within ten minutes of request time Forgotten passwords are reset right away upon request. Staff email problems are attended and solved within 30minutes of reporting time.

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Hardware and Software support	• Install and perform repairs to hardware, software, or peripheral equipment following design or installation specifications. • Monitor and maintain computer and network systems • Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software. • Maintain records of problems and remedial actions taken, or installation activities. • Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. • Develop training materials and procedures, or train users in the proper use of hardware or software. • Answer user inquiries regarding computer software or hardware use, eg. Firewall and server • Assist ICT Development in Kiribati • Provide IT supports and services within the Ministry • Conduct electricity safety checks on computer equipment • Carry out any other duties assigned by immediate supervisor as required.	Computer and network system are running effectively and efficiently. 95% system uptime Problems and solutions are recorded and kept on a regular basis. Technical assistance to users is rendered within 30 minutes of request time. Training materials and procedures are available and used by users. Inquiries are answered and resolved within 30 minutes of request time. Assessed through workplace Hardware routine checks are made twice a month. Electrical safety checks are made once a week.
End-user support	• Provide technical briefings for staff on new services and system components. • Provide technical supports and training to users of installed applications • Assist in identifying IT training needs for office staff • Make system backups on a regular basis.	Number of users assisted in a week Number of in-house training on new services and system components Number of proposed in-house training IT systems for system users Number of proposed IT training areas Daily backup are made.

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Database Administration	- Develop or propose appropriate databases for current and future needs of the Ministry - Develop database training guidelines and conduct training data-entry personnel and end-users - Analyze current database performance requirements; fine-tune or recommend equipment changes when necessary. - Enforce the standards, security procedures, and control for access to ensure integrity of database system. - Ensure database backups are made periodically	Develop or propose appropriate databases for current and future needs of the Ministry
Software/Digital Services Development	- Assist in the development and maintainance of e-Government applications that will improve the access of citizens to Government information and to services provided by the Government –with particular emphasis on improving the access of citizens living on remote islands to the information and services of Government. - Define site/ application objectives by analyzing user requirements envisioning system features and functionality - Designs and develops user interfaces to Internet/Intranet applications by setting expectations and features priorities throughout development life cycle; determining design methodologies and tool sets - Computer programming using languages and software products; - Testing, deployment and maintenance.	Applications developed in timely manner Applications meet specific user requirements and expectations; reliable and solve a given problems.

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14. Key Challenges	15. Selection Criteria
The post holder is expected to resolve and correct user problems or any malfunction of computer hardware and applications that might occur within limited time constraint. Work extra hours outside working hours including weekends and public holidays to attend ICT Division needs.	**15.1 PQR (Position Qualification Requirement):** Education: i) Bachelor Degree in Computing Science and Information System
	15.2 Key Attributes (Personal Qualities): The post holder should possess the following: 1. Computer literate and have sound knowledge in Linux operating system 2. Fluent and literate in both English and Kiribati Language 3. Clean Police Clearance 4. Mentally and Physically fit 5. Excellent customer service

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