GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. **Ministry: Ministry of Health and Medical Services**	

2. **Position Title:** Senior Helpdesk Officer	3. **Salary Level:** 12-11	4. **Division:** Support Services

5. **Reports To:** Information Technology Specialist	6. **Direct Reports:** *(Write No. & Position Title)* Permanent Secretary

7. **Primary Objective of the Position:** Supports the IT Specialist in overseeing the operations of the IT Unit and provide close assistance to MHMS staff issues

8. DECISION MAKING AUTHORITY *(only to be completed by decision making positions)*

Decision Making Authority	Key Contacts/Position	Frequency and Purpose
8.1 Without Referral to Manager: - Usual Tasks	IT Specialist	Daily
8.2 After consultation with Managers or others: - Purchasing computers, spare parts and others	Deputy Secretary, Permanent Secretary, Minister MHMS	Depends
8.3 Referred to Managers : - Releasing confidential data	Deputy Secretary, Permanent Secretary, Minister MHMS	Depends

This is 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:

9. KEY ACCOUNTABILITIES(*Include linkage to KDP, MOP and Divisional Plan*)
- *KDP/KPA: KPA 3. HEALTH*
- *MOP Outcome: 3.1. Reduced population growth, 3.2. Reduced maternal morbidity (including macro and micro nutrient deficiency) and mortality, 3.3. Reduced child morbidity (including malnutrition and childhood injury prevention) and mortality, 3.4. Reduced burden & incidence of communicable diseases (TB, leprosy, lymphatic filariasis, STIs and HIV/AIDS), 3.5. Reduced burden and incidence of other diseases (Non Communicable diseases), 3.6. Improved health services delivery*
- *Divisional/Departmental/Unit Plan: Support Services*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
To provide top level support to the Ministry core services	Responding to requests for help with IT, providing first line support and advice to users	Provide regular maintenance and updating of staff computers
	Providing technical support for Microsoft office	Regular monitoring
	Ensuring the integrity and confidentiality of all data by pro-actively offering advice on security and general pc use	Purchasing new computers and spare parts
	Advising staff of problems affecting the network	
	Supporting new staff on the set up of their desktop PCs	
	Installing PCs, printers, etc and image build systems and related software	
	Trouble-shooting hardware and software, rectifying where possible and reporting persistent faults	

This is 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:

	User account creation, maintenance and associated security of accounts, this covers arrange of applications such as MS Outlook	

10. Key Challenges	11. Selection Criteria
	11.1 PQR (Position Qualification Requirement): Diploma in IT
	11.2 Key Attributes (Personal Qualities): Knowledge of and competence in the use of Microsoft desktop operating systems Knowledge and experience of Microsoft Office Interest in developing IT skills Effective written and oral communication skills Ability to priorities tasks, to work quickly and accurately, and to organize own work Ability to remain calm under pressure and to handle difficult situations Commitment to working effectively within a team environment Ability to use initiative and judgement **Experience Required** Relevant experience of working in an office or customer service environment Proven experience in dealing successfully with complex information and procedures Proven experience in providing high quality customer service Ability to demonstrate a motivated, proactive and helpful approach to work Experience of moving goods and furniture, and physical ability to do so

This is 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:

	Evidence of willingness to undertake training Experience of working in an educational or related environment Experience of working in an IT-Support environment Experience of working with networked computing systems

This is 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: