1. Ministry: Ministry of Finance and Economic Development	

2. Position Title: IT Help Desk	**3. Salary Level:** 13-12	**4. Division:** Information Technology (IT)

5. Reports To: IT Specialist	**6. Direct Reports:** IT Manager

7. Primary Objective of the Position:
Provide first level IT support across MFED in all computer system and FMIS problems

8. Position Overview

9. Financial:	10. Legal: ICT Policy which will outline from the ICT Department from Ministry of Communication

11. Internal Stakeholders:	12. External Stakeholders:
- Administration - Treasury Department - National Economic Planning Office - National Statistics Office - Kiribati Custom Office - Taxation Office - Internal Audit Office - EU Office - KFSU Office To be referred to Manager: - Process for Computers and other IT Devices that repair and maintenance.	- Treasury Department from other Government of Kiribati Ministries - IT services companies - Electronics companies - Equipment companies To be referred to Manager

12. 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*

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.

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Administrative Activities	Technical Support: - provide technical support to staff across MFED, including Line Ministries, ensuring that the FMIS and all IT systems are functional and available; - manage and provide a help desk facility that will provide a systematic, timely and responsive approach to user requests for technical assistance in the operation of computer systems;	Daily backup to update all Financial and Management report; All requests/assistance are attended/solved on that day or when arises;
Clerical Activities	Not Applicable	
Supervision	Not Applicable	

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.

10. Key Challenges	11. Selection Criteria
Officer is to ensure all work are done on a daily basis, punctual and willing to take extra duties assigned by the immediate supervisor	**11.1 PQR (Position Qualification Requirement):** **Education:** • Certificate in Computing • Or Form 7 **Experience:** • 5 Years working experience **Job Training:**
	11.2 Key Attributes (Personal Qualities): **Knowledge** **Attributes:** • form Seven with computing knowledge • experience in Financial Management Information System • reliable and responsible and having absolute honesty; • willing to train and develop IT skills when opportunities arise; • good manners, polite and a helpful personality towards customers; • able to work well in a team.

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.