



RS FORM 2 - JOB DESCRIPTION

SECTION A – POSITION DETAILS

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| POSITION TITLE: | TECHNICIAN INFORMATION SYSTEMS OFFICER |
| MINISTRY/OFFICE: | Ministry of Finance and Treasury (MoFT) |
| DIVISION: SIG ICT SERVICES | DUTY STATION: ICTS Headquarters |
| POSITION NUMBER: 273-10073 | MINISTRY VACANCY NUMBER: |
| POSITION LEVEL: 7/8 | SALARY RANGE: \$54,201.70 - \$59,780.68 |
| THIS POSITION REPORTS TO: | Manager Information Systems |
| POSITIONS SUPERVISED: | Nil |

SECTION B - SCOPE OF DUTIES

The Ministry of Finance and Treasury is mandated to facilitate the provision of sound advice on monetary, budget and fiscal policy; services include statistics, economic management governance, financial reporting, revenue collection, border protection and Information Communication & Technology Services (SIG ICT) across the public sector.

The SIG ICT Division has three core functions, which are aimed at reducing the ICT burden to Ministries, and to ensure there is consistency in the delivery of ICT Advice and Services.

They are ICT Strategic Advice and Innovation, ICT Business Process and Management (ICT Projects) and ICT Operational Support. The core purpose of the SIG ICT is to ensure Ministries have the ICT resources to achieve their corporate objectives.

This position will contribute to the corporate functions and objectives by providing frontline ICT support for government network users and troubleshooting aspects of computer hardware, network, and software applications to maximise the availability, accessibility, efficiency, and operation of ICT systems.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Provide client support and helpdesk management to ensure the functionality of ICT systems.
2. Consult with stakeholders to ascertain business needs to ensure that resources and services meet their business needs and expectations, report service delivery issues to supervisors.

3. Implement and monitor standard operating procedures to ensure regular backups to the systems and data.
4. Provide user training, support, advice, and feedback to SIG ICT clients and assist with the development of user training manuals and programs.
5. Document and report on procedures, processes, helpdesk, and configurations as and when required.
6. Undertake any other duties as reasonably required or directed by your supervisor.

SECTION D - KEY DELIVERABLES

The incumbent of this position will have their performance assessed according to following key deliverables:

1. Client support and helpdesk services provided to a high standard meeting customer expectation and needs.
2. Quantity and quality of feedback to management summarising stakeholder service requirements, resources, and business needs.
3. Standard Operating Procedures documented, implemented; SIG ICT security, integrity and backup procedures working efficiently.
4. Quantity and quality of training, support, advice, and feedback provided to clients, no complaints about SIG ICT training and support.
5. Efficient reporting on procedures; processes, helpdesk and configurations provided on time.
6. 100% attendance and compliance with Code of Conduct.

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications & Experience

A Bachelor's Degree in Computer Science, or equivalent IT qualification with 1 year's relevant experience.

Desirable Qualifications

- Diploma in IT with 2 years relevant experience
- Industrial certifications in the ICT fields

Capabilities Required

- Flexibility/adaptability
- Ability to make decisions and solve problems
- Ability to plan, organise and prioritise work

SECTION F - KEY SELECTION CRITERIA

Suitability for this position will be assessed against the following key criteria:

- KSC1** Demonstrated ability to work with minimal supervision in a dedicated ICT customer service role providing client services and responding to help desk issues.
- KSC2** Knowledge of the principles and operations of networks, client-server infrastructure, and basic troubleshooting system/software applications.
- KSC3** Ability to follow through and understand system processes and develop procedures, documents and reports and effectively work with vendors and SIG stakeholders.
- KSC4** Ability to perform local network administration and operations function as appropriate and in accordance with standards, policies, and procedures.
- KSC5** Knowledge in supporting various operating systems including apple ad Linux, MS Office applications, Information systems, relational database administration, fundamentals of TCP/IP networking technologies, Web/CMS technologies, information security and data backup and recovery.
- KSC6** Outstanding work attendance record and strong commitment to upholding Public Service Values and Code of Conduct.

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$1,848.59 - \$2,299.26 Annual Salary: \$48,063.39 - \$59,780.68

Annual Leave entitlement: As per Ministry of Public Service Policy

Other Conditions of Service relevant to this position:

- **A** Housing Allowance or access to the Public Service Rental Scheme
- **B** Special Duty Allowance is payable on fortnight basis.
- **C** Other standard leave entitlements outlined in the General Orders for SIG Public Servants.

SECTION H - APPROVAL *(Business use only)*

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the position and will assist the Ministry/Office to achieve its corporate objectives:

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Permanent Secretary/Responsible Officer

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Date Approved

Additional Comments: