



RS FORM 2 - JOB DESCRIPTION

SECTION A - POSITION DETAILS

POSITION TITLE: IT Service Desk Analyst	
MINISTRY: Ministry of Finance & Treasury	
DIVISION: SIG ICT Services	DUTY STATION: Honiara
POSITION NUMBER: 273-10176	MINISTRY VACANCY NUMBER:
POSITION LEVEL: L6-L7	SALARY RANGE: \$ 40,148.34 - \$ 54,201.70
THIS POSITION REPORTS TO: IT Service Desk Team Leader	
POSITIONS SUPERVISED: NA	

SECTION B - SCOPE OF DUTIES

The Ministry of Finance and Treasury is mandated to facilitate the provision of sound advice on economic, financial, and fiscal policy; services include statistics, economic management, governance, financial reporting, revenue collection, border protection and ICT services across the public sector.

The SIG ICT Services (SIG ICTS) Division within the Ministry of Finance & Treasury is mandated to deliver innovative, sustainable, and secure ICT solutions, in an environment that fosters talent and focus on standards, taking pride in the role of SIG ICT Services in enabling SIG to provide improved services to the public and private sectors.

The IT Service Desk Analyst together with the IT Service Desk Team are responsible for the Government's ICT Services Service Desk Support which provides on-site and remote IT support to SIG ICT users via the email, service desk system, email or other means.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

1. Monitor ICT's Service Desk email inboxes to ensure appropriate support is provided, recording all Incidents and requests with the appropriate information, prioritization and classification, and updating incident data.
2. Provide first-line of IT support, resolution of incidents, including initial diagnosis of software or hardware issues, basic network issues, identifying the solution and if required performing minor system changes as required.
3. Responsible for the ownership, tracking, management and escalation of requests and incidents that fall within responsible team's scope to ensure fast action and resolution within the appropriate SLA.
4. Liaise with other teams to provide accurate information to users and managing customer expectations.

5. Responsible for updating and maintaining Service Desk processes and IT knowledge base library.
6. Undertake any other duties as reasonably required or directed by the Responsible Officer.

SECTION D - KEY DELIVERABLES

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

1. Phone calls answer with three (3) rings, quick responses to IT Service Desk emails and tickets are properly managed. Minimal or no complaints made to ICT management with regards to unanswered calls and no email response to request of services made to ICT.
2. 75% - 85% of requests and incidents resolved at the first-level of support, in line with ITIL best practice.
3. Efficient tracking, management and escalation of unresolved requests and incidents forwarded to responsible teams and follow up within required SLA.
4. Excellent relationships with internal and external stakeholders to support and manage user (Customer) awareness and expectation.
5. Efficiently updating and maintaining the Service Desk processes and IT knowledge base library.
6. Quality and quantity of assigned duties completed efficiently.
7. 100% attendance and compliance with Code of Conduct

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory:

Diploma in IT or at least 3 years of experience in Desktop Support environment.

Desirable:

Excellent knowledge of Windows operating systems, Citrix, security, anti-virus, Network Devices, Knowledge in ITIL and Service Management,

Behavioural:

Good communication and customer service skills

