



## RS FORM 2 - JOB DESCRIPTION

### SECTION A - POSITION DETAILS

POSITION TITLE: IT Service Desk Analyst-Client Services	
MINISTRY: Ministry of Finance & Treasury	
DIVISION: SIG ICT Services	DUTY STATION: Honiara
POSITION NUMBER: 273-10178	MINISTRY VACANCY NUMBER:
POSITION LEVEL: L6-L7	SALARY RANGE: \$ 40,148.34 - \$ 54,201.70
THIS POSITION REPORTS TO: Client Services 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 Client Services Technician together with the Client Services Team are responsible for the Government's ICT Client Services and to provide onsite support to SIG ICT users.

### SECTION C - KEY DUTIES

**This position is required to undertake the following duties:**

1. Update service management system for providing timely and effective support to SIG Clients in your area of responsibility.
2. Provide support for hardware or software installation, configuration, and troubleshooting for all SIG network users including user support during Provincial visits or dispatches.
3. Understanding customer requirements/requests and make appropriate recommendations/briefings.
4. Share information with Client Services Technicians across SIG to improve knowledge and client service outcomes.
5. Assist in training of users on how to request and use SIG network resources

6. Undertake any other duties as reasonably required or directed by the Responsible Officer or Supervisor.

#### **SECTION D - KEY DELIVERABLES**

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

1. Quantity of tickets updated within the service management system and providing timely, effective and efficiently support to SIG Clients.
2. Fast and efficient responses attending and resolving issues with no complaints and professional appearance and behavior when attending to users.
3. Accurate reporting on asset disposals and upgrade needs for internal and external stakeholders.
4. Efficient utilization of the service management system to share information, such as knowledge base tools, including other methods.
5. SIG ICT Users know how to request and use IT Services provided by SIG ICT Services.
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 with at least 1 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:**

Communication, customer service



