



## RS FORM 2 - JOB DESCRIPTION

### SECTION A – POSITION DETAILS

POSITION TITLE: IT Service Desk Analyst-Desktop Support	
MINISTRY: Ministry of Finance & Treasury	
DIVISION: SIG ICT Services	DUTY STATION: Honiara
POSITION NUMBER: 273-10177	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- Desktop Support together with the IT Service Desk Team are responsible for providing support to SIG ICT users, Diagnose and fix/repair of SIG Ministries equipment's and also support Government's ICT workstations at SIG ICT Services office.

### SECTION C - KEY DUTIES

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

1. Diagnose and fix/repair desktop, laptop & printer hardware and software issues across SIG's network.
2. Update service management systems to provide timely and effective support to SIG Clients in your area of responsibility.
3. Assist in configuration, upgrading and maintaining of desktop systems on the SIG network.
4. Assist in implementing the SIG IT Assets management process (compliance, registering and tagging).

5. Responsible for updating and maintaining of IT Asset record in the Assets management System
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. Generate Diagnostic reports, recommendations and support completed efficiently.
2. Quantity of tickets updated within the service management system and providing timely, effective and efficiently support to SIG Clients.
3. Quantity and quality of assistance provided in configuration, upgrading and maintaining of desktop systems on the SIG network.
4. SIG ICT Assets management process fulfilled efficiently as per SIG policy and procedures.
5. Fully utilizing the Assets management System for recording and extracting of IT Asset reports.
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, security, anti-virus, Network Devices, Knowledge in ITIL and Service Management,

**Behavioural:**

Communication, resilience, customer service

## SECTION F - KEY SELECTION CRITERIA

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

- KSC 1** Demonstrated experience providing Desktop Support for a large multifaceted organisation.
- KSC 2** Demonstrated ability to use a service management system to develop recommendations and performance reports.
- KSC 3** Excellent knowledge of Windows operating systems, Citrix, security, anti-virus, Network Devices, knowledge in ITIL and Service Management.
- KSC 4** Excellent written and verbal communication skills with demonstrated ability to translate technical specifications and concepts to layman terms.
- KSC 5** Demonstrated strong ethical convictions, a commitment to quality service and ability to complete work in a high-pressure environment.
- KSC 6** Outstanding work attendance record and a strong commitment to upholding Public Service Values and Code of Conduct.

## SECTION G - TERMS AND CONDITIONS

<b>Fortnightly Salary:</b> \$ 1,544.17- \$ 2,084.68	<b>Annual Salary:</b> \$ 40,148.34 - \$ 54,201.70
<b>Annual Leave entitlement:</b> As per Public Service Policy	
<b>Other Conditions of Service relevant to this position:</b>	
<ul style="list-style-type: none"><li>• <i>A Housing Allowance or access to Public Service Rental Scheme</i></li><li>• <i>B Other standard leave entitlements outlined in the General Orders for SIG Public Servants</i></li></ul>	

## 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:*

.....  
Permanent Secretary/Responsible Officer

17/5  
.....  
Date Approved

Additional Comments: *Agpome*