

RS FORM 2- JOB DESCRIPTION



SECTION A – POSITION DETAILS

POSITION TITLE: Senior Client Services Technician

MINISTRY/OFFICE: Ministry of Finance & Treasury

DIVISION: SIG ICT Services

DUTY STATION: SIG ICT Services, Lengkiki

CONTRACT TERM: Three (3) years

SALARY RANGE: \$49,505.29- \$ 61,574.10

POSITION LEVEL: L7-L8

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 Senior Client Services Technicians together with the Client Services Team Leader and the Client Services Technician 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 second level support and respond to/update escalated and high priority tickets on service management system.
3. Report on asset disposal and asset upgrade needs to internal and external stakeholders.
4. Represent ICT Services by attending to user issues such as installation, maintenance, troubleshooting and problem resolution.
5. Share information with Client Services Technicians across SIG to improve knowledge and client service outcomes.
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. Tickets are updated within the service management system and provide efficient, timely and effective support to SIG Clients.
2. Fast and efficient responses attending and resolving assigned tickets.
3. Accurate reporting on asset disposals and upgrade needs for internal and external stakeholders.
4. No complaints and professional appearance and behavior when attending to users.
5. Efficient utilization of the service management system to share information including other methods.
6. Undertake any other duties as reasonably required or directed by the Responsible Officer or Supervisor.
7. 100% attendance and compliance with Code of Conduct

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory:

Tertiary Qualification in IT and or 3 years of experience in a client service support role.

Desirable:

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

Behavioural:

Excellent Communication skills and Conflict resolution skills

SECTION F - KEY SELECTION CRITERIA

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

KSC1: Demonstrated ability to provide Client Support services for a large organisation.

KSC2: Demonstrated ability to assess and provide recommendation reports on ICT equipment and assets.

KSC3: Good knowledge of Windows operating systems, IT security, anti-virus, Network Devices, and exposure to ITIL and Service Management.

KSC4: Excellent written and verbal communication skills with demonstrated ability to translate technical specifications and concepts to layman terms.

KSC5: Commitment to quality service and ability to complete work in a high-pressure environment.

KSC6: Outstanding work attendance record and a strong commitment to upholding Public Service Values and Code of Conduct.

SECTION G - TERMS AND CONDITIONS

Employment Status: Fixed-term contract appointment for three (3) years.

Fortnightly Salary: \$ 1,904.05- \$ 2,368.23

Annual Salary: \$49,505.29- \$ 61,574.10

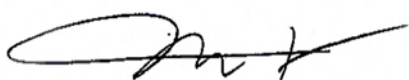
Annual Leave entitlement: As per Public Service Policy

Other Conditions of Service relevant to this position:

- Other Housing Allowance
- 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:



Permanent Secretary/Responsible Officer

Additional Comments:

20/07/2026

Date Approved