



RS FORM 2 - JOB DESCRIPTION

SECTION A – POSITION DETAILS

MINISTRY/AGENCY/OFFICE: National Parliament Office

DIVISION/SECTION: ICT Department

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 279-00271

MINISTRY VACANCY REF:1/2016

POSITION TITLE: ICT Helpdesk Officer

POSITION LEVEL: 7/8

SALARY RANGE: \$1667.32--\$1887.64 per fortnight or \$43,350.42--\$49,078.51 per annum

THIS POSITION REPORTS TO: ICT Manager

THIS POSITION SUPERVISES: N/A

SECTION B - SCOPE OF DUTIES

The Constitution of the Solomon Islands confers on the Parliament the power and responsibility to make laws for the peace, order and good governance of the Solomon Islands. Members of Parliament are democratically elected every 4 years to represent one of the 50 seats that make up the single House of the National Parliament. The role of the National Parliament is to make laws, represent constituents and to scrutinize government action including expenditure of public fund.

The purpose of this position is to provide high quality ICT Management systems and Strategy to support and facilitate all the networks within the offices of the Parliament as Parliament increasingly become an e-Parliament.

SECTION C - KEY DUTIES

IT Helpdesk Officer is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include:

1. Provide effective 1st level IT support to end-users
2. Install and configure computer hardware operating systems and applications;
3. Instruct staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;
4. Troubleshoot system and network problems and diagnosing and solving hardware, software faults or ICT equipment health checks;

5. Replace equipment and computer parts as required;
6. Provide support, including procedural documentation and relevant reports;
7. Following diagrams and written instructions to repair a fault or set up a system;
8. Support the roll-out of new applications;
9. Set up new users' accounts and profiles and dealing with password issues;
10. Respond within agreed time limits to call-outs;
11. Work continuously on a task until completion (or referral to third parties, if appropriate);
12. Manage multi-tasking;
13. Rapidly establishing good working relationship with users and other professionals, e.g., software developers;
14. Conducting electrical safety checks on computer equipment.
15. Assist in the day-to-day operation and performance of the helpdesk service
16. Record incidents and resolutions using helpdesk service software
17. Work with procurement staff for the purchase of hardware and software
18. Assist in the maintenance of the IT equipment, asset management and other record keeping activities.
19. Forward technical support issues that cannot be addressed by the Helpdesk to the appropriate technician
20. 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. Facilitate on-time task completion by using appropriate resources effectively and assist end users through help desk
2. Computers configured and successfully installed and meet the users needs.
3. Resolves users ICT problems
4. Resolve parliament network problems
5. Computer parts successfully replaced
6. Written reports/manuals produced and stored for future references
7. System faults is fixed according to what is expected
8. New applications successfully installed and used
9. Proper database of users is established within the organization
10. Problems fixed on time
11. Problems and projects fixed on time
12. Tasks prioritized according to importance
13. Good working relationship between staff and support from ICT unit
14. Fire hazards and other computer related problems prevented
15. Helpdesk support available through the working hours

16. Problem preventative measures are proactively carried out and records of incidents are maintained and identified
17. ICT stuff procured
18. Asset management records are kept up to date.
19. Problem Preventative actions are taken which will reduce the chances creating further problems
20. Other duties completed

SECTION E – QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

- BSc in Computer Science and/or Information Systems or Diploma in any IT related field or

Desirable Qualifications

- A tertiary qualification in IT/CS or any related discipline is desirable for this role
- ICT work experience is desirable

Capabilities Required

- a) Skills to fix computers and ICT network
- b) Ability to use Microsoft applications and teach staff and MPs when required to use applications.
- c) Capability to develop and maintain databases up to date
- d) Ability to collect, analyse data and interpret information and use such information to do computer health checks
- e) Ability to maintain confidentiality of information accessed by ICT administration privileges.
- f) Demonstrate ability to follow instructions.
- g) Above the average in verbal and written communications in English, Pidgin,.
- h) Demonstrates ability to keep job daily records
- i) Demonstrate ability to work as a team player
- j) Demonstrate ability to work long hours even on the weekends.
- k) Demonstrate ability to participate in group discussions to come with solutions

SECTION F - KEY SELECTION CRITERIA

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

KSC1. *Corporate Competencies.*

- Demonstrates commitment to Parliament’s mission, vision and values.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

KSC2. *Knowledge Management and Learning.*

- Shares knowledge and experience and provides helpful advice to others in the office.
- Ability to develop systems for structuring, codifying and providing access to information and knowledge

KSC3. *Development and Operational Effectiveness.*

- Ability to provide basic IT support services.

- Good knowledge of PC/LAN operating systems, Microsoft Windows, corporate ICT security and viral protection systems.
- Ability to perform a variety of standard specialized and non-specialized tasks and work processes that are fully documented, researched, recorded and reported.
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems. Ability to perform work of confidential nature and handle a large volume of work.
- Some experience in client support, such as, a Help Desk or User Support Unit.
- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

KSC4. Leadership and Self-Management

- Focuses on result for the client and responds positively to feedback.
- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates openness to change and ability to manage complexity.

KSC5. Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: \$1,667.32--\$1,887.64 per fortnight

Annual Salary: \$43,350.42--\$49,078.51 per annum

Annual Leave entitlement: 42 days

Other Conditions of Service relevant to this position:

- House rental or Housing Allowance

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

19 August 2015
Date Approved

Additional Comments: