



JOB DESCRIPTION

Position:	ICT Support Officer
Location of position:	Nadi
Reporting to:	Head Of ICT
Specific accountabilities:	As follows

Objective

The ICT Support Officer position will ensure that the end users are provided a conducive ICT enabled work environment using the necessary computing tools and resources to maximize their productivity and help them achieve their targets and KPI.

Purpose:

To ensure that:

1. First line ICT technical support is provided for all end users;
2. ICT Best Practice and good ethic is promoted and advocated at all times when dealing with end users;
3. ICT policies are adhered to;
4. End users are assisted and supported well in terms of computing resources and needs to enable them to carry out their duty in the most ICT conducive environment that promotes maximum productivity;
5. ICT Help Desk is managed efficiently to make it a trustworthy and reliable first line of reporting mechanism for all end users issue;
6. Proper and timely escalation of unresolved issues is carried to enable supervisors to find quick resolution;
7. Assist and advice Head of ICT / ICT Administrator for all end users related computing issues.



PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Help Desk Administration

- i. Manage ICT Help Desk daily and make sure issues are attended to and resolved in the most efficient manner within the least turnaround time
- ii. Submit Help Desk Activities Summery Report to Head of ICT at end of every week. This report will be a prominent part of the departmental monthly activity report

2. Telephone Tech Support

- i. Provide person to person telephone support to troubleshoot, diagnose and resolve common end user issues
- ii. Telephone support will be one of the mode of tech support. That being said the ICT Support Officer should endeavour to solve as much as possible through person to person engagement.

3. Desktop Application Support

- i. Install, troubleshoot and maintain standard licensed desktop software applications like Microsoft Office suite, AutoCAD, etc.
- ii. Install, troubleshoot and maintain standard licensed desktop operating systems like Windows 7, Windows 8 and Windows 10

4. Desktop Hardware Support

- i. Install, configure, troubleshoot and maintain standard desktop endpoint computers like desktop systems, laptops, All-in-One system, tablet, etc.
- ii. Regularly update ICT fixed asset inventory for audit purposes for all branches
- iii. Based on the above fixed asset inventory, advise and recommend write-off to dispose obsolete computers in accordance with ICT policy
- iv. Recommend best hardware type and specification for end users best suited for their scope of work



5. Basic Server Administration

- i. Under strict guidance and delegation of ICT Administrator perform basic server administration
- ii. These tasks may include Active Directory Account Administration, Exchange Mailbox administration, etc.

6. Communication and Networking

- i. VoilP Telephony support for all branches
 - ii. LAN/WAN connectivity support and troubleshooting
 - iii. Manage Internet connectivity
 - iv. Assist staff in general Usage
7. Perform any other duties as directed by the Manager. Head of Department or CEO.

KEY COMPETENCIES

Business

- Business Performance: be accountable for your personal performance;
- Risk Management: understand and address the potential impact of errors and omissions in your own work;
- Planning: Deliver results by effectively using work plans;
- Resource Management: Balance resources, competencies, priorities and timescales to achieve set objectives;
- Systems and Procedures: comply with FRA set procedures, manuals and policies;
- Documentation: Collate key facts into a standard form, document or letter;
- Communication: express information or issues and clarifying understanding.

Customer Focus

- Recognise and address underlying customer needs, in addition to those expressed overtly;
- Promotion: explain the origin and application of the organisation's different products/services;
- Relationship building: maintain appropriate working relationships with third parties eg regular service calls;



- Quality focus: monitor outcomes, inspire and support others to achieve the required quality standards;
- Social and cultural awareness: use knowledge of cultures and social differences to provide services sensitive to the individual;

People

- Team orientation: contribute to the team improving team effectiveness through personal commitment;
- Facilitation: evaluate the best course of action making appropriate decisions to ensure effective and timely outcomes;
- Problem solving: identify the important issues and select an established procedure to address the problem;
- Negotiation: respond to conflict constructively by understanding others' perspectives and establishing common goals.

Interactions

- All staff;
- External – IT related contractors and suppliers;
- Or as instructed.

Common Accountabilities

Compliance

- Ensure that all actions of FRA and its Contractors and other agents are within the law;
- Compliance at all times with FRA's manuals and policies;
- Compliance with the adopted risk management framework within the Officer's area of responsibilities.

Organisational Performance

- Promptly furnish complete and accurate performance results as they relate to the Customer Services Officer particular area of responsibility, whenever required.



General Management

- In all decision-making identify all reasonably practicable options for achieving the objective of the decision and assess the economic, environmental and social impacts of each option in order to identify the preferred option;
- In all work be satisfied that value for money is achieved – and that the roads are being managed in the most effective, efficient and optimised way possible – in a manner that will ensure preservation of their long term service capacity and integrity;
Protection of the Authority's intellectual property rights; Protection of FRA's reputation;

Emergency Management

Contribute to the formulation and preparation of the Business Continuity Plan and Operations Recovery Plan.

Behavioural

- Accountable; assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal
- Detail orientated: Attends to the small elements of a task/activity, ensuring completeness and accuracy
- Energetic: constantly active and driven to put in effort. Works hard to promote the enterprise
- Integrity: adherence to moral and ethical principles, soundness of moral character, honesty
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work

Interpersonal

- Perceptive: shows keen insight and understanding of issues or situations
- Realistic: shows concern for facts and reality, rejecting the impractical
- Team orientated: enjoys being with others as part of a group or team



Thinking

- Conscientious: demonstrates a sense of right and wrong and personal obligation to do the right thing
- Disciplined: is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
- Initiative: takes action and makes decisions without the help or advice of other people
- Well organised: controls tasks in a well thought out and critical manner

Personal Performance

This position is guided by the relevant internal and external legislations, regulations, policies and procedures.

This position reports to the Head of ICT and receives written and verbal direction from this individual. This position also receives indirect guidance and instruction from IT Administrator.

The personal performance of all employees will be evaluated against their performance objectives One month upon completion of the company financial year.

The Head of ICT will appraise the ICT Support Officer which will be reviewed by the Chief Financial Officer.

Mandatory Requirements:

- Advanced Diploma in IT or similar discipline;
- Certification / Accreditation courses will be an added advantage;
- Minimum of 1 – 4 years of experience in a similar role;
- Exceptional customer services skills;
- Proficient and effective written and oral communications;
- Attention to detail, ability to work under pressure and meet stringent timelines;
- Strong interpersonal skills and ability to work in fast paced environment;
- Strong knowledge of MS Office and be able to navigate around in house database applications.



- Conflict resolution and management skills
- Innovative and problem solver
- Ability to meet stringent timelines and work under pressure
- Mobility
- Group 2 Driving licence