GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. **Ministry:** MICTTD		
2. **Position Title:** ICT Assistant Specialist	3. **Salary Level:** L12-11	4. **Division:** ICT
5. **Reports To:** Director of National ICT	**Direct Reports:** Chief Network & Operations Officer	
6. **Primary Objective of the Position:** Provide technical, operational and strategic support and end user services in the implementation and support of information management (systems, procedures and activities) and the Network/Telecommunications infrastructure of the Ministry of Information, Communications, Transport and Tourism Development (MICT).		

7. **Position Overview**	
9. **Financial:** Nil	10 **Legal:**
11. Internal Stakeholder: Director of ICT ICT Policy analyst ICT Officer **Without referral to Manager:** • nil	**12. External Stakeholder:** ???? **To be referred to Managers/Supervisors:** • Report of IT users misusing office IT properties • Needs to upgrade or purchase extra machines

13. KEY ACCOUNTABILITIES(*Include linkage to KDP, MOP and Divisional Plan*)
- ***KDP/KPA:***
- ***MOP Outcome:***
- ***Divisional/Departmental/Unit Plan:***

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
General Support services	• Maintain and troubleshoot hardware in computer desktop, laptop and service systems, printer, UPS, Scanner, CDROM/DVE drives and other computer related equipment. Liaise with external	Computer equipment and communications tools are working properly without a problem.

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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	companies for repair and maintenance of equipment that cannot be maintained in-house	
	• Work as first line Help Desk staff in providing IT support and attend to end users requests and problems. Configure and install Government standard software on new computers and laptops on arrival and co-ordinate with the ICT officer in the resolution of problems	IT problems are well addressed and attended within a day.
	• Administer the office multi-user network, other data and telecommunication facilities. This involves administering user access to the network, setting up email clients, providing access to LAN resources (printers and servicers), and performing health checks of various computer and telecommunication systems. Setting up remote access to email and Internet	Data and Network issues are addressed within a short period of time (waiting time is minimal).
	• Provide technical support to Accounts/Administration in analyzing and processing telephone and other telecommunication bills. Liaise with Telecom Service Providers in resolving problems	Issues of telecommunication bills are minimized and resolved immediately with the Telecom Service providers.
	• Provide security by ensuring the availability, integrity and confidentiality of MCTTD Information & Communication equipment and assets. Carry out preventive maintenance to protect computer systems from Internet and external threats	Confidentiality and integrity of MICTTD's data is maintained. Backups are done regularly on a routine basis.
	• Prepare training material and provide training to end users on basic computer operations and technology whenever introduces. Provide IT support during training, workshop and other staff events	Training on basic computer operations and new technology introduced are conducted periodically so that staff are well informed and computer literate

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	• Ensure the continuity of business in MICTTD by monitoring and maintaining the availability of primary and alternate power supply, performing daily backup and carrying out periodic recovery tests. • Carry out any other duties assigned by Supervisor	Minimal power failure issues experienced.

14. Key Challenges	15. Selection Criteria
A key challenge of the post is to undertake effective consultation with non-technical staff, concerning technical IT matters. The post holder must be able to "translate" technical matters so that managers can understand them. Some travel both overseas and within Kiribati is an occasional requirement of the post.	**15.1 PQR (Position Qualification Requirement):** • Diploma in ICT OR • Form seven (7) with Certificate 3 in ICT from KIT and 1 year of work experience in computer/information management work, including data processing applications, data management, multi user network and telecommunications, hardware/software installation, user assistance, end user documentation and local office computer programming, in support of office computerization/ automation OR • Form seven (7) with three (3) years of work experience in computer/information management work, including data processing applications, data management, multi user network and telecommunications, hardware/software installation, user assistance, end user documentation and local office computer programming, in support of office computerization/ automation. OR • Form six (6) with five (5) years of work experience in computer/information management work, including data processing applications, data management, multi user network and telecommunications, hardware/software installation, user

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	assistance, end user documentation and local office computer programming in support of office computerization/ automation.
	15.2 Key Attributes (Personal Qualities): • High level communication skills and the ability to communicate technical ideas and requirements to non-technical managers. • Fluency in both English and Kiribati language • Computer hardware repair skills • Network troubleshooting skills • Advanced knowledge of computer system management and application and ability to conduct training on IC T subjects.

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