

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Maneaba ni Maungatabu	3. Salary Level: 12-11	4. Division: IT, Research and Education Unit
2. Position Title: IT Assistant	6. Direct Reports: IT Specialist	
7. Primary Objective of the Position: To assist the IT specialist in carrying out IT support services to Members and staff of Parliament.		

8. Position Overview	
9. Financial: NIL	10. Legal:
11. Internal Stakeholders: i. Members of Parliament ii. Parliamentary staff iii. Speaker	12. External Stakeholders: i. ATHKL ii. BPA Technicians iii. Other IT Service providers
To be referred to IT Specialist: i. Upgrade or purchase of IT equipment ii. Damage, repair and maintenance iii. Report of misuse of IT devices. iv. Annual Leave v. Overtime	Without referral to IT Specialist: i. Routine work with service providers ii. Fixing basic IT problems iii. Fixing printers iv. Setting up Chamber intranet network during Parliament meeting.

This is 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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13. KEY ACCOUNTABILITIES

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
<p>General Support services</p>	<ul style="list-style-type: none"> • Work as first line Help Desk staff to provide IT support services, to attend staff requests and problems. • Configure and install government standard software on new computers/laptops on arrival and co-ordinate with the IT specialist in the resolution of problems. • Ensure antivirus and all software are updated regularly. • Maintain and troubleshoot computer desktops, laptops, printers, UPS, scanners, and other IT related equipment and tools. • Liaise with external companies for repair and maintenance of equipment and machines that cannot be maintained in-house. • Keep an up-to-date record of all computer desktops/laptops and all other IT equipment/tools. 	<p>IT related requests/problems are well addressed and resolved within a reasonable period of time.</p>
	<ul style="list-style-type: none"> • Provide official emails and basic training to staff and Members of Parliament. • Carry out preventive maintenance to protect computer systems from Internet and external cyber threats. 	<p>Computer desktops, equipment and other IT tools are working properly as expected and problem free.</p> <p>Staff/MPs can access and use IT services with minimal problem.</p>

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	<ul style="list-style-type: none"> • Prepare training material and provide training to staff on basic computer operations and technology whenever introduced. • Provide IT support during workshops, conferences, and other official events. • Assist in the repair and maintenance work of IT devices. • Carry out any other duties as assigned by the IT Specialist and the administration. 	<p>Staff/MPs are well informed and kept abreast of new IT equipment/tools and software whenever introduced to office.</p> <p>Computer network and equipment are well protected and safe as expected.</p> <p>Staff and MPs' meeting online and offline are well facilitated.</p> <p>Minimal IT systems downtime is ensured.</p>
<p>10. Key Challenges</p> <p>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 non-technical staff can understand them easily.</p>	<p>11. Selection Criteria</p> <p>11.1 PQR (Position Qualification Requirement):</p> <p>Education: A certificate in ICT with 1 year work experience or related field or Form Seven Certificate with three years of IT working experience</p> <p>Job Training: N/A</p> <p>Prerequisite: N/A</p> <p>11.2 Key Attributes (Personal Qualities): Knowledge Intermediate knowledge in MS office/Linux systems, computer Networking Smart phones iOS</p>	

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	<p>Skills: Proactive Driving</p> <p>Attributes Polite and respect to all staff Smart to carry out what was needed by officers Reliable, trustworthy, and honest Flexible</p>
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