GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry:
Ministry of Finance and Economic Development

2. Position Title: IT Help Desk	**3. Salary Level:** 13-12	**4. Division:** Information Technology (IT) Services Divisions
5. Reports To: IT Specialist	**6. Direct Reports:** IT Manager	

7. Primary Objective of the Position:
Provide first level IT support across MFED in all computer system and FMIS problems

8. Position Overview

9. Financial:	10. Legal: ICT Policy which will outline from the ICT Department from Ministry of Communication
11. Internal Stakeholders: • Administration • Treasury Department • National Economic Planning Office • National Statistics Office • Kiribati Custom Office • Taxation Office • Internal Audit Office • EU Office • KFSU Office To be referred to Manager: • Process for Computers and other IT Devices that repair and maintenance.	12. External Stakeholders: • Treasury Department from other Government of Kiribati Ministries • IT services companies • Electronics companies • Equipment companies To be referred to Manager

12. KEY ACCOUNTABILITIES ***(Include linkage to KDP, MOP and Divisional Plan)***
- ***KDP/KPA: KPA 1:Human Resource Development***
- ***MOP Outcome: KPA 1: Human Resource Development 1.5***

This is position description provides a comprehensive, 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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Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Administrative Activities	Technical Support: - provide technical support to staff across MFED, including Line Ministries, ensuring that the FMIS and all IT systems are functional and available; - manage and provide a help desk facility that will provide a systematic, timely and responsive approach to user requests for technical assistance in the operation of computer systems;	Daily backup to update all Financial and Management report; All requests/assistance are attended/solved on that day or when arises;
Clerical Activities	Not Applicable	
Supervision	Not Applicable	

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10. Key Challenges	11. Selection Criteria
Officer is to ensure all work are done on a daily basis, punctual and willing to take extra duties assigned by the immediate supervisor	**11.1 PQR (Position Qualification Requirement):** **Education:** • Form 7 Certificate • Certificate in Computing Experience **Job Training:**
	11.2 Key Attributes (Personal Qualities): **Knowledge** **Attributes:** • form Seven with computing knowledge • experience in Financial Management Information System • reliable and responsible and having absolute honesty; • willing to train and develop IT skills when opportunities arise; • good manners, polite and a helpful personality towards customers; • able to work well in a team.

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