

**GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION**

1. Ministry: Ministry of Tourism, Commerce, Industry and Cooperatives		
2. Position Title: ICT Helpdesk Officer (IHO)	3. Salary Level: L 13-12	4. Division: ICT and BIU Division
5. Reports To: ICT Officer (IO)	6. Direct Reports: Senior ICT Officer (SIO)	
7. Primary Objective of the Position: Provide ICT technical support to all end-users.		

8. Position Overview	
9. Financial: N/A	10 Legal: ICT Policy which will outline from the ICT Department from Ministry of Communication
<p>11. Internal Stakeholders:</p> <ul style="list-style-type: none"> ● Administration ● Business Promotion Centre ● Business Regulatory Centre ● IEF and Project Office <p>To be referred to Manager:</p> <ul style="list-style-type: none"> ● work plan ● Repair and Maintenance of Devices ● procurement of ICT equipment ● Overtime ● Attendance Reports 	<p>12. External Stakeholders:</p> <ul style="list-style-type: none"> ● Treasury Department from other Government of Kiribati Ministries ● ICT Services Companies ● KCDL and KCCI Office ● Electronics companies ● Equipment companies <p>To be referred to Manager</p> <ul style="list-style-type: none"> ●
<p>13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</p> <ul style="list-style-type: none"> ▪ KDP/KPA: ▪ MOP Outcome: ▪ Divisional/Departmental/Unit Plan: 	

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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Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
General Technical Support Service	<ul style="list-style-type: none"> • Work as a first line Help Desk in providing IT support and attend to end users requests and problems • Maintain and troubleshoot hardware in computer desktop, laptop and service systems, printer, UPS, Scanner, CDRom/DVD drives and other computer related equipment • Record assets for all electronics devices. • Assist in preparing of training materials and provide training to end users on basic computer operations and technology • Provide technical support to staffs • Carry out preventive maintenance to protect computer systems from internal and external threats <ul style="list-style-type: none"> ○ Installation of Anti-virus software ○ Software updates • Provide IT support during training, workshop and other staff events. • Setup of new computers <ul style="list-style-type: none"> ○ Printer connection ○ Network connection ○ Software installation 	<ul style="list-style-type: none"> • Computer equipment and communications tools are working properly without a problem • IT problems are well addressed and attended within a day • Training on basic computer operations and new technology introduced conducted periodically so that staff are well informed and computer literate • Minimal power failure issues experienced

10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none"> • A key challenge of the post is to face multiple request for the helpdesk and user demand on ICT. • Climbing up the ceilings and other heights platforms will be part of the job. 	11.1 PQR (Position Qualification Requirement): Education: Form 7 Certificate Experience: Had been working with a computer before Job Training: on job training

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<ul style="list-style-type: none"> • Regular lifting of medium to very heavy machines can be a challenge to consider. • Able to be flexible and sometimes working outside normal working hours can be also a key challenge. 	<p>11.2 Key Attributes (Personal Qualities):</p> <ol style="list-style-type: none"> 1. Knowledge <ul style="list-style-type: none"> • Knowledge on computer hardware and software • English Language • Knowledge on customer and personal services • Basic computer skill on office, file management, designing forms and cards. • Education and Training. 2. Skills: <ul style="list-style-type: none"> • Active listening • Critical thinking • Instructing • Complex problem solving • Speaking 3. Attributes <ul style="list-style-type: none"> • Concern for others • Self-control • Attention to detail • Analytical thinking • Integrity • Team work • Strong and fit
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