

**GOVERNMENT OF KIRIBATI**  
**POSITION DESCRIPTION**

<b>1. Ministry: Ministry of Infrastructure and Sustainable Energy</b>		
<b>2. Position Title: IT Helpdesk</b>	<b>3. Salary Level: L 13-12</b>	<b>4. Division: ICT Unit</b>
<b>5. Reports To: Secretary</b>	<b>6. Direct Reports: Senior Assistant Secretary</b>	
<b>7. Primary Objective of the Position: Provide ICT technical support to all end-users.</b>		

<b>8. Position Overview</b>		
9. Financial: N/A	10. Legal: ICT Policy which will outline from the DTO Department from Ministry of Information, Communication and Transport	
11. Internal Stakeholders: <ul style="list-style-type: none"> <li>● Colleagues</li> <li>● HODs</li> <li>● Project Staff</li> </ul> To be referred to Manager: <ul style="list-style-type: none"> <li>● work plan</li> <li>● Repair and Maintenance of Devices</li> <li>● procurement of ICT equipment</li> <li>● Overtime</li> <li>● Attendance Reports</li> </ul>	12. External Stakeholders: <ul style="list-style-type: none"> <li>● Treasury Department from other Government of Kiribati Ministries</li> <li>● ICT Services Companies</li> <li>● Electronics companies</li> <li>● Equipment companies</li> </ul>	
<b>13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</b>		
<ul style="list-style-type: none"> <li>▪ <i>KDP/KPA:</i></li> <li>▪ <i>MOP Outcome:</i></li> <li>▪ <i>Divisional/Departmental/Unit Plan:</i></li> </ul>		
<b>Key Result Area/Major Responsibilities</b>	<b>Major Activities/Duties</b>	<b>Performance Measures/Outcomes</b>

*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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<ul style="list-style-type: none"> <li>• General Technical Support Service</li>   <li>• User Support and Troubleshooting</li>   <li>• Hardware and Software installation – <i>Install, configure, and maintain hardware and software components for new and exiting employees</i></li>   <li>• Training and Guidance – <i>Provide guidance and training to users on basic IT skills and how to use internal systems or software</i></li> </ul>	<ul style="list-style-type: none"> <li>• Work as a first line Help Desk in providing IT support and attend to end users' requests and problems</li> <li>• Maintain and troubleshoot hardware in computer desktop, laptop and service systems, printer, UPS, Scanner, CDROM/DVD drives, and other computer related equipment</li> <li>• Record assets for all electronic devices.</li> <li>• Assist in preparing of training materials and provide training to end users on basic computer operations and technology</li> <li>• Provide technical support to staff.</li> <li>• Install necessary software and configure systems as per the Ministry's standards</li> <li>• Carry out preventive maintenance to protect computer systems from internal and external threats. <ul style="list-style-type: none"> <li>○ Installation of Anti-virus software</li> <li>○ Software updates</li> </ul> </li> <li>• Provide IT support during training, workshop, and other staff events.</li> <li>• Setup of new computers <ul style="list-style-type: none"> <li>○ Printer connection</li> <li>○ Network connection</li> <li>○ Software installation</li> </ul> </li> <li>• Conduct Training Session for New software or systems</li> <li>• Provide advice to staff on best practices for IT security, usage, and efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>• Computer equipment and communications tools are working properly without a problem</li> <li>• IT problems are well addressed and attended within a day</li>   <li>• Training on basic computer operations and modern technology introduced conducted periodically so that staff are well informed and computer literate</li> <li>• Minimal power failure issues experienced</li>   <li>• Monitoring how well training and guidance provided to staff are understood and implemented.</li>   <li>• Employee use IT systems effectively and follow IT best practices, reducing the number of recurring issues.</li> </ul>
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<b>10. Key Challenges</b>	<b>11. Selection Criteria</b>
<ul style="list-style-type: none"> <li>• A key challenge of the post is to face multiple requests for the helpdesk and user demand on ICT.</li> <li>• Climbing up the ceilings and other heights platforms will be part of the job.</li> <li>• Regular lifting of medium to very heavy machines can be a challenge to consider.</li> <li>• Able to be flexible and sometimes working outside normal working hours can also be a key challenge.</li> </ul>	<p><b>11.1 PQR (Position Qualification Requirement):</b>  <b>Education:</b> Diploma in ICT / KIT Cert III ICT / Form 7 Certificate with 1 year experience in ICT work  <b>Experience:</b> Had been working with a computer before  <b>Job Training:</b> on job training</p> <hr/> <p><b>11.2 Key Attributes (Personal Qualities):</b></p> <p><b>1. Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge on computer hardware and software</li> <li>• English Language</li> <li>• Knowledge on customer and personal services</li> <li>• Basic computer skills in office, file management, designing forms and cards.</li> <li>• Education and Training.</li> </ul> <p><b>2. Skills:</b></p> <ul style="list-style-type: none"> <li>• Active listening</li> <li>• Critical thinking</li> <li>• Instructing</li> <li>• Complex problem solving</li> <li>• Speaking</li> </ul> <p><b>3. Attributes</b></p> <ul style="list-style-type: none"> <li>• Concern for others</li> <li>• Self-control</li> <li>• Attention to detail</li> <li>• Analytical thinking</li> <li>• Integrity</li> <li>• Teamwork</li> <li>• Strong and fit</li> </ul>

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