

GOVERNMENT OF KIRIBATI

Key Accountabilities

Key result area	Major activities	Performance measures
2. Maintain and improve the existing network infrastructure	<ol style="list-style-type: none"> 1. Develop any network infrastructure plan 2. Ensure devices on the network are working properly 3. Configuring and testing network needed software and hardware 4. Installation of new and replacement equipment 5. Ensure both cable and wireless connections within the network are available and maintained 	<ol style="list-style-type: none"> 1. Low complaint rate (Sound network infrastructure) 2. Able to use network services wirelessly and physically with minimal assistance
3. Server administration	<ol style="list-style-type: none"> 1. Monitor and maintain existing file server 2. Monitor and maintain Active Directory//Domains 3. Ensure shared printers/scanners/faxes are available 4. Install and configure more servers when needed 5. Troubleshoot failed server services within the whole network 	<ol style="list-style-type: none"> 1. Low rate of network inefficiency 2. Reliable network services 3. Minimal number of server downfall
4. Computer Client administration	<ol style="list-style-type: none"> 1. Configure all and ensure only computers belong to division will have access to all network services, i.e computers must join the network domain 2. Ensure the accessibility to all network services is also available to management staff from other divisions especially the HQ 3. Monitor and maintain the good performances of all client machines 	<ol style="list-style-type: none"> 1. No network access from outside/personal computers 2. Reliable network machines 3. All network machines have access to all network services
5. Internet connectivity	<ol style="list-style-type: none"> 1. Look after all internet/network devices 	<ol style="list-style-type: none"> 1. Promising internet connectivity/accessibility

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Government of Kiribati, All Ministries

Approved By:

Date of Issue:

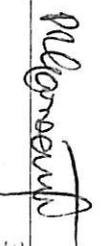
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6. Network security	<ol style="list-style-type: none"> 1. Ensure that all network users have login accounts with strong password 2. Ensure that all network machines equipped with a full licensed anti-virus and updated regularly 3. Ensure there is a secure internet connections especially for wireless access 4. Ensure that illegal practices using network services is tightly controlled and reported 	<ol style="list-style-type: none"> 1. Secure authentication methods 2. Use of network accounts in order to use any machines on the network 3. Secured wireless internet connection 4. Unable to visit a not necessary sites over the internet e.g. pornographic sites, illegal downloads
7. Develop Data backups and recovery plan	<ol style="list-style-type: none"> 1. Ensure that regular backups of data is done and a data recovery plan is developed and handy to use 2. Develop a backup methods appropriately 	<ol style="list-style-type: none"> 1. Data recorded and backups available on any backup storages 2. Disaster Recovery Plan
8. Identify technology solutions to address current and future needs	<ol style="list-style-type: none"> 1. Investigate, analyze and provide advice on future systems requirements 2. Identify technologies available in the market that addresses the needs of the division 	<ol style="list-style-type: none"> 1. All key stakeholders are aware of technology solutions available to them in the market
9. Develop and maintain high standard of IT team	<ol style="list-style-type: none"> 1. Provide reporting that shows performance against agreed service level agreements 	<ol style="list-style-type: none"> 1. IT service delivery is of the highest standard 2. Team is highly productive

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	<ol style="list-style-type: none"> Establish and effectively measure the performance of the IT section and to ensure that service quality is of the highest standards Liaise with other IT personnel in other divisions to improve the standard of IT infrastructure within the Ministry and its divisions Ensure high quality of data gathering Attend regular IT meetings, and be member of the Kiribati Computer and Internet Society (KCIS) 	<ol style="list-style-type: none"> Initiatives and solutions to enable connection of HQ and its divisions High standard of information management system across the Ministry line (data inputs/outputs)
<p>10. Manage and maintain simulator networks and other related needs</p>	<ol style="list-style-type: none"> Maintain efficient network with the simulator suppliers for maintenance need and other related needs/work Track and monitor updates required for the simulator Ensure that simulators work and are available for trainings and other needs 	<ol style="list-style-type: none"> Low rate of class disruption Efficient maintenance and attendance to simulators' faulty Low rate of complains on simulators' faulty
<p>11. Support trainees and staff in obtaining basic knowledge and skills in IT technology.</p>	<ol style="list-style-type: none"> Providing training for staff and trainees on IT technologies. 	<ol style="list-style-type: none"> Staff and trainees have sound basic understanding on IT technologies. Effective and efficient use of IT technologies by staff and trainees.
<p>12. Management and maintenance of IT equipment to ensure efficient service delivery of MTC</p>	<ol style="list-style-type: none"> Ensuring that staff maintenance requests of various IT equipment are addressed effectively and efficiently. Ensuring that spare parts and/or sufficient finance is readily available in accordance to annual IT budget. 	<ol style="list-style-type: none"> Minimal staff complaints on prolonged issues with current IT related issues. Minimal issues with any IT related issues. Readily available spare parts or funding for spare parts in accordance to IT annual budget

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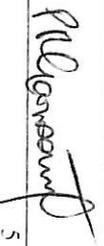
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Key result area	Major activities	Performance measures
		to support maintenance of IT equipment.
Key Challenges	Selection Criteria	Qualifications and experience
<p>Handling of difficult IT issues and related cases.</p> <p>High demand for IT services outside normal hours.</p> <p>Reliability of internet.</p> <p>Maintenance of simulator and IT related equipment.</p>	<p>The following are desirable:</p> <p>Microsoft Certified Professional (MCP)</p> <p>Cisco Certified Network Admin (CCNA)</p> <p>Key attributes:</p> <p>Innovate to initiative activities relating to trainees' and staff computer use development</p> <p>Wide knowledge in computing science and information technology.</p> <p>The person should be at all times a good example for the MTC students.</p>	<p>Diploma in IT related areas such as Information system & Computing Studies with at least 2 years work experience.</p>
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