

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Office of Te Beretitenti		
2. Position Title: IT Specialist	3. Salary Level: L10/9-7	4. Division: Kiribati Meteorological Services
5. Reports To: Director of KMS	6. Direct Reports: Quality Assurance Officer	
7. Primary Objective of the Position: To manage, maintain, and support the IT infrastructure, meteorological systems, official website, and email services to ensure reliable communication, data collection, processing, and dissemination of weather and climate information across Kiribati.		

8. Position Overview	
9. Financial: Recurrent Budget	10 Legal:
11. Internal Stakeholders: - OB & Disaster office - Quality assurance officer - Station Technical Officer - Weather Forecaster - Climate Officer - Meteorological Observer To be referred to Manager: - Intranet/Internet upgrading - E-Mail system upgrading - Hardware and software upgrading	12. External Stakeholders: - ATHKL - MPWU - MICT - Aviation and Airport service - Community To be referred to Manager - Sharing information on KMS's IT setup and website information

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- Procuring new materials including new machines.
- Major activities to the system that might require the assistance of extra manpower outside OB.
- Updating website, database.

13. KEY ACCOUNTABILITIES*(Include linkage to KDP, MOP and Divisional Plan)*

- **KDP/KPA:**
- **MOP Outcome:**
- **Divisional/Departmental/Unit Plan:**

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Website & Email System Management	• Develop and maintain the office intranet/internet in collaboration with DSU DTO. • Manage and update the official website • Ensure the uptime and security of all online systems • Manage the official email system • Manage user accounts and access	• Office Intranet/Internet websites are launched. Contents of Intranet/Internet websites are updated and published on time • Website availability $\geq 99\%$ • Timely updates • Reliable email delivery • Minimize downtime
Technical Support and Training	• Provide technical support to staff for hardware, software, or peripheral equipment according to design or installation specifications. • Maintain records of problems and remedial actions taken, or installation activities. • Develop the SOPs for staff on software, hardware, and equipment to train when needed.	• Computer systems are running effectively and efficiently. • Problems and solutions are recorded and kept regularly. • Technical assistance to users is rendered within 30 minutes of request time. • Training materials and procedures are available and used by users.

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	• Answer user inquiries regarding computer software or hardware operations to resolve problems. • Provide technical support and training to users of installed software. • Assist in identifying training needs for office staff. Schedule and coordinate training sessions with users. • Replace computer parts as required. • Conduct electrical safety checks on computer equipment.	• Inquiries are answered and resolved within 30 minutes of inquiry time. • Hardware routine checks are made twice a month. Electrical safety checks are made once a week.
End-user support	• Assist users on any software or hardware problems. Provide technical briefings for staff on new services and system components. • Assist in identifying training needs for office staff. Schedule and coordinate training sessions with users.	• Number of users assisted in a week. • Number of in-house trainings on new services and system components. • Number of proposed in-house training sessions on IT systems for system users.
Network & Infrastructure Management	• Design and maintain LAN/WAN • Configure firewalls and VPNs • Ensure stable internet connectivity • Monitor bandwidth	• Network uptime $\geq$ 98% • Reliable connection • Reduced downtime • Efficient bandwidth use
Systems Administration	• Manage Windows/Linux servers on-premises and in the cloud. • Perform updates and backups • Maintain virtualization • Ensure service availability	• Server uptime $\geq$ 99% • Backup success $\geq$ 95% • Minimal failures • Timely patching
Meteorological System Support	• Support weather systems • Maintain sensors and telemetry • Troubleshoot issues	• Real-time data availability - Minimal data loss - Fast resolution

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	• Ensure continuous data flow	High reliability
Data Management	• Manage the KMS data • Ensure integrity • Backup and recovery • Maintain databases	• High data accuracy • Backup success $\geq 95\%$ • Quick recovery • Organized data
Coordination & Reporting	• Liaise with stakeholders • Prepare reports • Support DTO initiatives • Maintain communication	• Timely reports - Effective coordination - Project success - Positive feedback

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14. Key Challenges	15. Selection Criteria
• Working outside working hours • Low computer literacy level of system end-users – demanding level can be high at times • May be required to perform tasks outside the responsibility and scope laid out in this Position Description.	15.1 PQR (Position Qualification Requirement): Education: Bachelor's degree in information system & computer science OR Diploma qualification in Information System and Computer Science with at least 3 years relevant experience in an IT specialized post. Experience: at least 3 years. Job Training: Cisco Networking Certifications; Windows Systems Certifications; Meteorological database system. Prerequisite:
	15.2 Key Attributes (Personal Qualities): Knowledge ○ Protocol - Knowledgeable in government and public protocols required when dealing with Government officials, diplomats. ○ Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform via written, oral, and visual and website media ○ English and Kiribati Languages — Knowledge of the structure and content of the English and Kiribati languages including the meaning and spelling of words, rules of composition, and grammar. Ability: ○ Effective communication with the public or with other media. ○ Plan or direct development or communication of programs Skills:

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- **Active Listening** — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking** — talking to others to convey information effectively.
- **Coordination** — adjusting actions in relation to others' actions.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Time Management** — managing one's own time and the time of others.
- **Rapport** – creating excellent rapport with reporters and people from whom information will be obtained

Attributes

- Efficient and Effective
- Innovative, approachable and cooperative
- Social, motivated and committed
- Honest, fair, considerate and respectful