

| POST DESCRIPTION |  |   |
|------------------|--|---|
| 1                | <b>Ministry/Department:</b> Ministry of Finance  |   |
| 2                | <b>Job Title:</b> Computer Operator Grade III, ICT   |   |
| 3                | <b>Level:</b> 11 <b>Band:</b> P  | <b>Post Number:</b> 1 <b>Location:</b> St George Government Building  |
| 4                | <b>Job Purpose:</b> <ul style="list-style-type: none"> <li>• Manage Installation and setup desktops, laptops and peripheral devices</li> <li>• Manage and update Inventory of ICT equipment</li> <li>• Perform general helpdesk and support (1<sup>st</sup> and 2<sup>nd</sup> tier support) for the following areas. <ul style="list-style-type: none"> <li>a. Local Network</li> <li>b. Wide Area Network(Line Ministries connecting to finance management)</li> <li>c. Internet connectivity</li> <li>d. Desktop, Laptops</li> <li>e. Copiers, Printers</li> <li>f. Microsoft Office Applications</li> <li>g. Sun System(Payroll system)</li> <li>h. In-house Developments</li> <li>i. Phone system</li> <li>j. Air condition</li> <li>k. Camera</li> <li>l. Presentation</li> </ul> </li> <li>• Monitor internet usage</li> <li>• Monitor printer and copier toner</li> <li>• Assist in producing and designing Ministry Publications (Business cards, greeting cards, invitation cards).</li> <li>• Assist in Printing Government Budget and Cooperate Plan.</li> </ul> |   |
| 5                | <b>Key Results Area</b>  | <b>Performance Indicators</b>   |
|                  | <b>Core Duties</b>   |   |
| 5.1              | <b>Manage installation, setup desktops, laptops and peripheral devices</b><br><br><b>Label and Update assets</b>   | <ul style="list-style-type: none"> <li>• Installation done as timeline required</li> <li>• Updated ICT assets register</li> </ul>                         |
| 5.2              | <b>Manage and update inventory of ICT equipment</b><br><br><b>Manage stock level for toner</b>   | <ul style="list-style-type: none"> <li>• Update inventory</li> <li>• Number of issues for printer and copiers</li> </ul>                                  |
| 5.3              | <b>General Helpdesk &amp; Support</b> <ul style="list-style-type: none"> <li>• ICT customer services to staff and other key stakeholders</li> <li>• ICT support when directed by Helpdesk coordinator</li> </ul>   | <ul style="list-style-type: none"> <li>• No. of issues resolved</li> <li>• To respond within 5 minutes after receiving the call for assistance</li> </ul> |

|     |   |  |
|-----|---|--|
| 5.4 | <b>Assist in producing &amp; designing</b> <ul style="list-style-type: none"> <li>• Publications</li> <li>• Business Cards</li> <li>• Greeting Cards</li> <li>• Invitation cards</li> </ul> | <ul style="list-style-type: none"> <li>• Accurate and correct data</li> <li>• Meet specified timeline</li> </ul>   |
| 5.5 | <b>Assist in Printing</b> <ul style="list-style-type: none"> <li>• Government Budget Statement</li> <li>• Government Budget Estimates</li> <li>• Ministry Corporate Plan</li> </ul>         | <ul style="list-style-type: none"> <li>• Accurate and Correct publications to specifications</li> <li>• Timely delivery of reports as required</li> </ul>  |
| 6   | <b>Reports Directly to:</b>   | <b>System Analyst Infrastructure Unit</b>  |
| 7   | <b>Person's Specification for the Post</b>  |  |
|     | <b>Special Skills:</b>  | <ul style="list-style-type: none"> <li>• Good Analytical skills.</li> <li>• Good Programming Skills</li> <li>• Good communication skills. Good command of both Tongan and English languages (written and spoken).</li> <li>• Must have good public relation and networking skills.</li> <li>• Ability to travel and work after hours would be an advantage.</li> </ul> |
| 7.2 | <b>Communication and Language Skills:</b>   | Good communication skills. Good command of both Tongan and English languages (written and spoken).   |
| 7.3 | <b>Personal Attributes:</b>   | <ul style="list-style-type: none"> <li>• Good work attitude</li> <li>• Highly motivated</li> <li>• Well organized and hardworking</li> <li>• Honesty and integrity</li> <li>• Loyalty to government</li> <li>• Highly proactive</li> <li>• Must be committed to duties allocated, efficiently and effectively.</li> </ul>  |

|     |  |   |
|-----|--|---|
| 7.4 | <b>Minimum Qualification and Work Experience</b> | <p>Certificate Level 4 or higher in Computer Science or related field of study from a recognized institution with 1 year of relevant work experience; OR</p> <p>Pass in Form 7 with 2 years of relevant work experience; OR</p> <p>Pass in PSSC with 4 years of relevant work experience.</p> |
| 8   | <b>ENDORSEMENT WITH NAME, SIGNATURE AND DATE</b> |   |
| 8.1 | Computer Operator Grade II, ICT                  | <p><b>Name:</b> Vacant</p> <p><b>Sign:</b> .....</p> <p><b>Date :</b> .....</p>   |
| 8.2 | Deputy CEO, ICT                                  | <p><b>Name:</b> Tu'amelie Paea</p> <p><b>Sign:</b> .....</p> <p><b>Date :</b> .....</p>   |
| 8.3 | Chief Executive Officer                          | <p><b>Name:</b> Balwyn Fa'otusia</p> <p><b>Sign:</b> .....</p> <p><b>Date :</b> .....</p>   |