

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

1. POSITION DETAILS

Position	: Team Leader Service Desk, NOC & Stores
Grade	: 6
Incumbent	: Mr/Ms
Division	: Division of Information Technology Services
Department	: Department of Client Services
Location	: Samabula Campus
Reports to	: Director Information Technology Services through Manager Client Services.

2. PURPOSE

The Team Leader – Client Services is accountable and responsible for providing overall IT customer satisfaction to IT services. He/ She assists Manager IT – Client Service to plan and manage the frontline IT services including the service desk and is expected to provide leadership and expert advice on all aspects dealing with the IT services. These includes all hardware & software at client ends, teaching & learning technology, Wi-Fi, Internet, Security, Telephony, Audio/Video Conferencing and Web-based Systems, including any Cloud hosted services. This position is also required to ensure that all staff and students of FNU are adequately, efficiently, and securely connected to each other and to the outside world, and, that all staff and students have access to quality and uniform IT facilities throughout the various locations of the University premises. This position shall provide leadership and advice on all strategic areas relating to the IT needs of the University and have the specific responsibility of technology research, strategic planning, budgeting, implementing and operating a highly advanced and efficient IT environment to support the University's academic undertakings and administrative functions.

This is a senior position in the Client Services Department and has authority, accountability and significant autonomy for appropriate actions and decisions in IT Operational area of work to provide IT services to FNU, including Helpdesk services, technical design, problem solving, financial, staffing needs and quality aspects.

FIJI NATIONAL UNIVERSITY
Job Description

1. Provide leadership and offer assistance and advice on all service faults and restoration activities relating to the IT needs of the University and Analyze all IT related issues received on Service Desk and work closely with other department to implement systems that provide permanent resolution.
2. Design and implement standard computer policy and take lead in IT Equipment procurement processes and providing asset management. Define and implement IT policies, procedures, and best practices in accordance with university's expectations.
3. Provide weekly & monthly reports on trends relating to faults, requests, and recommendations through Manager IT – Client Services
4. Keep abreast of the latest technologies that may be of benefit to the university and incorporate recommendations into strategy and plans.
5. Provide technical support in the fault repair, allocation of IT equipment and Inventory control, compiling user needs and carry out fault report analysis and make recommendations for corrective actions to support the operations of a highly advanced and efficient IT environment to support the University's academic undertakings and administrative functions.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: Manager IT – Client Services

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting to You	No of Staff Reporting to Them
Service Desk Coordinator Service Desk Support Technician IT Inventory & Procurement Officer	5 to 7 - (The Team Leader will be overseeing these Staff and coordinating task)

4. KEY ACCOUNTABILITIES

- Takes a pro-active approach to ensure that the day to day IT service maintenance is effectively carried out by sectional staff.

- Be a role model for technical staff, demonstrating clinical troubleshooting and issue resolution practice.
- With a broad business understanding and leading a team perform highly complex work activities covering technical, financial, and quality aspects.
- Creatively applying a wide range of technical and management skills.
- Research for latest technologies that shall be of benefit to the university and make requisite recommendations, including support documentation with pros & cons, costing, timeframes and present to IT management.
- On weekly basis, provide service desk performance report to the division outlining individual performances and outliers.
- Work with the IT departments and administrative support services staff to identify new solutions that could be used to automate business processes and bring in operational efficiencies through the university.
- Responsible to perform investigations for violation of IT Policies as well as perform investigations requested by Division of Human resource, Fiji Police Force and FICAC on client devices.
- Responsible to initiate and conduct security audits, in-regards to access to data and device.
- Acts as a primary liaison between university's non-technical staff and highly technical internal and external service providers.
- Be a technical guru for all IT services.
- Ensure device's that are near end of life are rotated in timely manner by preparing and updating the annual plans on the replacement of all user devices.
- Analyse recurring problems identified in Jira and raise it to management to work out permanent fix to the issues.
- Ensure all system outages, incidents, problems, and faults are logged and that Client Services teams manning the campuses are aware.
- Ensure service desk system is integrated with monitoring tools for auto issue logging and closing.
- Support excellent customer experience through modern client technologies.
- Undertake any research, investigations and studies, as appropriate; to ensure that end user equipment is capable of meeting staff and student's needs, now and into the future and that selection of devices are purely based on changing scenarios. Review end-user equipment specifications annually to support the changing requirements of the University.
- Take full responsibility for the IT Services Management, in particular the Desktops, Laptops, Multimedia, Video Conferencing, Printing, Multimedia and Teach & Learning technologies throughout FNU.
- To oversee IT Stores and its process performing monthly audit and random checks. Submit monthly reports of items in Sotres and highlighting changes in inventory.
- To lead in IT procurement process related to end-users devices and equipment, creating tender documentation and leading the evaluation from the Client Services department.
- Prepare/ Verify payments for hardware and other software utilised by the department.
- Responsible to prepare tender specifications, evaluate bids and recommend solutions to the Tender Board from the Client Services department
- Responsible to provide coaching and mentoring of fellow staff and to foster an environment of knowledge sharing.
- Responsible to design internal trainings, training materials and to conduct such trainings.
- Responsible to prepare advisories and broadcasting to greater FNU community in times of major IT risk breakouts.
- Responsible for maintaining IT's service-based knowledge base.
- Responsible to review and amend policies, procedures and standard operating procedures for the assigned section. Accountable and Responsible for the operations and management of ITIL standard Service desk Management System.
- Accountable and Responsible to maintain the sections risk register, to periodically monitor risks and implement control measures to mitigate the risks.

- Accountable and Responsible to ensure compliance with regulatory requirements such as HASAWA ACT, ERP Bill, etc.
- Ensure that all staff involved in the operation, maintenance, and implementation and commissioning of any IT equipment have the necessary training, tools and plant to carry out their duties.
- Set standards, indicators and guidelines to ensure that all IT staff involved in the client services and service desk operations know what they are required to do and achieve.
- Operate, maintain and develop the NOC (Network Operations Centre) and Service Desk, to ensure that the state of the core services is under constant surveillance, improving on service delivery.
- To analyse weekly and monthly JIRA Report and being able to identify core/basic/common issues and create permanent resolution.
- Ensure that adequate inventory/information, statistics and other records are kept enabling the current state of utilisation and performance of the network and IT assets, to be known at all times.
- Ensure the adequate supply of all consumables and devices that department is responsible for.
- Accountable and Responsible to ensure compliance with all hardware and software end user license agreements and Service Level Agreements.
- Responsible to maintain a healthy relationship with all vendors, external and internal stakeholders
- Responsible to bring in innovation and new changed for the betterment of the University's IT environment.
- While work at IT will be dealing with complex technical problems, you are required to continuously upgrade your knowledge, skills, and talents and to use exceptional problem-solving techniques.
- Responsible to utilize problem solving approaches to solve complex problems and to eradicate recurring problems. Categorize problems in Non-Critical – that is not affecting the whole service and Critical –where there is total service outage.
- Authority to take decisions with no supervision and take accountability and responsibility of such decisions in the operations of the department.
- Support all technology peripheral devices within the university.
- Enhance the university's digital transformation journey ensuring ease of access, ease of use and highly available secured system.
- To operate IT as a service which is driven by the needs of the University and is "student! customer focused"
- To ensure that all sections and staff of the Division operate within the policy framework of the University.
- To maintain IT risk register and to ensure high risks are communicated to the Director of IT Services.
- To maintain and develop good working relationships with both internal and external customers providing excellence in service delivery
- To always uphold the good name, credibility and profile of the University within and outside Fiji.
- Perform all administrative duties assigned by the supervisors.
- To carry out other duty and/or responsibilities related to the efficient and effectivity functioning of the Department, as director by the Manager IT – Client Services
- To undertake any related responsibility assigned by the Director/ Deputy Director in furtherance of the work and welfare of the Division and the University.

5. KEY CHALLENGES

- This is a leadership role and requires working at odd hours to support the operations of the university.
- Decision making in an environment of a high level of ambiguity and resistance Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.

6. QUALIFICATION

Essential

Bachelor's degree qualification in IT related field (Computer Science, Information Systems, Cyber Security, or Information Technology)

Desirable

A Post Graduate qualification in IT related field (Computer Science, Information Systems, Cyber Security, or Information Technology)

Valid reputable IT certifications

7. EXPERIENCE

Essential:

- 6 years' experience in IT sector with at least 2 years in supervisory position.
- Experience in IT leadership role in a large organization
- Prior experience in any of the following Areas in IT – JIRA Service Desk, leading role on-campus IT support, IT Stores, NOC, IT Operations.
- Well-versed with IT Service Management.
- Certified or understanding of ITIL.
- Must possess excellent customer service skills.
- Must have prior experience managing Service Desk/ NOC operations

Desirable:

- Knowledge with servers

8. KNOWLEDGE & SKILLS

- Candidate must be experienced in reviewing IT policies & strategies, ensuring availability of all IT related systems, managing staff, successfully collaborate with a number of departments with varying needs, and a demonstrated capability in managing work in at least 30 sites throughout the country, with extensive leadership and decision making skills.
- Demonstrates an understanding of the issues relevant to a variety of software modules; maintains an up to date perspective and knowledge of the businesses; applies technology and business knowledge to solve business problems and create new opportunities.
- Good understanding of technology selection, evaluation and licensing.
- Extremely good analytical skills
- Sets and conveys clear goals and monitors progress; is accessible and supports relevant others; obtains results and adds value to the organization by making timely and sound decisions and influencing others.
- Intellectual capacity to break down a problem or situation into its component parts, identifying implications, timeframes and sequences.
- Creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; cooperates with colleagues and shares resources.
- Establishes and builds relationships with the stakeholders of the university. Applies knowledge to the business and provides personalized, value added service. Demonstrates willingness to meet needs of clients by pursuing improved

courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessary follow up work without being prompted.

- Ability to communicate ideas in both technical and user-friendly language.

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Director(s), Registrar, Manager(s), Support Staff, Faculty, Dean(s), Vice Chancellor, Other Staff and students	Daily

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, Statutory bodies, NGOs and External Institutions/Universities	As and when required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.