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   : IT Assistant

Grade   : 2

Incumbent   : Mr/Ms/Mrs

Division   : Division of Information Technology Services

Department   : Department of Client Services

Location   : Nasinu/Koronivia Campus

Reports to   : **Director Information Technology Services through Manager IT - Client Services**

2. PURPOSE

To operate effectively as part of a team of academic, technical and administrative colleagues in order to facilitate learning and the advancement of knowledge by assisting the academic staff and students in the use of IT Teaching and learning aids. Supervise and assist students in the General Computer Labs and assist IT technicians in solving other IT related issues.

Responsible for serving students and staff as well as to provide a learning hub for the entire community. Responsible for providing technical support on Hardware, Software and Training Users to use various IT solutions on respective campuses you are assigned.

To operate effectively as part of an IT technical team in order to facilitate IT aids for all teaching & learning requirements in lecture rooms. The incumbent is expected to support and maintain in-house technology equipment and IT assets of the Fiji National University.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Respective IT Regional Leader.**

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
None	None

4. KEY ACCOUNTABILITIES

- Provide quality service to Students and Staff.
- Develop and maintain communication with people about difficult matters and/or in difficult situations
- Customer focus, with the ability to communicate with all levels of the organisation
- Ability to understand technical requirements and translate these into understandable components for others in the authority
- Provide Tier 1 end-user support (technical hardware & software) for all IT services on the campus and off the campus and ensure all user requests are logged are cleared within 24 hours or escalated to the managers.
- Setup of Video Conference and Live Lecture or meeting systems for the Campus
- Responsibility for specialist equipment, software and other resources relating to teaching & learning environment like Moodle, Room Master, Opera & Nida.
- To ensure all tasks are carried out with due regard to Health and Safety.
- Own the Incident Management Process
- To support FNU staff in the appropriate use of ITS, through advice or training
- Assisting, where requested, with the installation, upgrade and maintenance of servers and network infrastructure.
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- The evolving needs or emphasis of the University will require a role/job/position to change from time to time but such alteration shall not be deemed to be a variation of the employment contract/Terms and Conditions of Employment or a breach of the same provided that the substantial nature of the employment remains consistent with the parties intentions at the time of the offer of the job and acceptance of the offer.
- 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 effective functioning of the Division, as director by the Director/ Deputy Director
- 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 & EXPERIENCE

- This role requires working at odd hours to support the operations of the university.
- Keeping up to date with changing technologies

6. AUTHORITY LEVEL

Operating Expenditure   :   N/A

Capital Expenditure   :……………………………

Others   : …………………………...

7. QUALIFICATION & EXPERIENCE

Essential

- Diploma in IT related field.
- Some Experience in PC repairs and maintenance.
- Prior experience in basic networking.

- Must possess excellent customer service skills.
- Must have prior knowledge of doing documentation.

Desirable:
- 2 years post Diploma experience.
- Have valid Microsoft Certified in Windows 10.
- Experience in managing IT assets.

8. KNOWLEDGE & SKILLS

- Candidate must have hands-on experience dealing with networking, Internet, security, backup strategies, data communications, telecommunications systems, Wi-Fi, collaboration solutions, software licensing, network monitoring, application development, prepare specifications and carry out tender evaluations, project management, dealing with latest technology and demonstrated experience in ITS operational management.
- Candidate must have understanding of IT policies & strategies, ensuring availability of all IT related systems.
- 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 necessarily 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.