

FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION

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 : Application Support Officer

Incumbent : Mr/Ms/Mrs

Grade : 5

Division : Information Technology Services

Department : Research & Education Enabling Technology

Location : Nasinu Campus

Reports to : Director Information Technology Services through Managers Research & Education Enabling Technology

2. PURPOSE

The Application Support Officer is primarily responsible for providing support to power users of the functional team to configure their applications. Responsibilities also include assessing needs and formulating solutions using the Learning and Teaching Applications with Banner software and other applications; initiating and leading related projects; and providing day-to-day support of the Learning and teaching applications. He/ She has a good understanding of Web Application Architecture, knowledge of relational databases and must be able to write SQL queries. The position is also responsible for maintaining, supporting, and enhancing learning and teaching application services—primarily Moodle, Mahara, and other academic platforms—while also leading analytics and reporting functions. The role supports university-wide digital transformation efforts, data integration, and application support, serving as a key liaison between technical and non-technical stakeholders.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager IT – Learning & Teaching Technologies**

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 Tier 2 and Tier 3 support for Moodle, Mahara, Moodle-Banner microservices and other learning-related applications and in-house systems.
- Act as the primary liaison between technical teams and university staff, translating complex requirements into actionable solutions.
- Perform system administration tasks such as monitoring services, reviewing logs, restoring backups, and maintaining virtual infrastructure.
- Ensure all department IT services are consistently available and aligned with SLAs, with a focus on minimising response and resolution times.
- Support content management efforts during peak periods and assist respective sections when needed.
- Design, develop, and maintain dynamic data dashboards using Python or equivalent analytics tools to support evidence-based decision-making across academic and administrative units of the university.
- Configure AI and learning analytics tools on Moodle to identify and alert students at risk, based on vetted models.
- Expertise in integrating and correlating data from systems such as Moodle and Mahara using APIs and Learning Tools Interoperability (LTI) platforms, ensuring seamless data exchange and functionality across academic technologies.
- Build segmentation models, analyse user behaviour, and predict trends to support decision-making.
- Collaborate with faculty to analyze learning outcomes and instructional effectiveness.
- Design interactive analytics dashboards for faculty and administrators.
- Build automated reporting systems for student engagement, performance, and retention.
- Advise university leadership on data-informed decision-making.
- Collect, clean, and analyze educational data from LMS.
- Develop predictive models using the university's learner analytics application.
- Develop and maintain internal data infrastructure, including IT systems, databases, and analytical tools.
- Develop, configure, and implement reusable components and interface solutions to meet technical requirements.
- Build and manage automated deployments using configuration management tools.
- Monitor platforms for unauthorised activities, including cyberattacks, especially on the Learning Management System.
- Ensure risks are identified and registered in the IT risk register.
- Maintain adherence to university IT security protocols and health and safety standards.
- Participate in the evaluation of third-party vendors and support strategic IT planning and digital transformation projects.
- Promote knowledge sharing, mentor peers, and support professional development within the division.
- Contribute to process standardization and improvement across multiple business domains.

- Work with stakeholders, apply statistical models and machine learning to identify at-risk students or improve course design.
- Support the planning and execution of IT projects in alignment with institutional goals.
- Coordinate with other teams to deliver high-quality, timely solutions and avoid service delivery breaches.
- Provide training, orientation, and user support for modified and newly implemented systems.
- Model real-time demand and supply dynamics to enhance university planning and operations.
- Stay abreast of evolving technologies, frameworks, and academic delivery models to support continuous innovations.

5. KEY CHALLENGES

- This is a technical role that may require working outside of standard hours to support critical university operations.
- The role involves high-risk responsibilities in managing enterprise applications, with an expectation of immediate resolution during system failures.
- Ensures consistent implementation of policies and procedures across a diverse organizational and cultural environment.
- Performs administrative duties and tasks as assigned by supervisors.
- Undertakes additional responsibilities as directed by the Director or Deputy Director in support of the Division and the University.
- Upholds the integrity, credibility, and public image of the University within Fiji and internationally.

6. AUTHORITY LEVEL

Operating Expenditure	:	N/A
Capital Expenditure	:
Others	:

7. QUALIFICATION & EXPERIENCE

Qualification

Essential:

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

Desirable:

SQL Certification

Experience*Essential:*

- At least three (3) years of experience in the IT sector, with a minimum of one (1) years focused on application support and developing analytical or statistical models.
- Good understanding in SQL for extracting and analysing learning analytics.
- Proven expertise and practical experience with Learning Management Systems (LMS).
- In-depth understanding of software systems, computer hardware, and network architecture
- Good understanding of Linux & Windows Operating Systems.
- Must possess excellent customer service skills.
- Must have prior knowledge of doing documentation.

Desirable:

- Certified by reputable IT vendors.
- Experience in Data mining and analytics tools.

8. KNOWLEDGE & SKILLS

- Candidate must have hands-on experience dealing with basic IT services including 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.
- Must have knowledge of Microservices architecture.
- The candidate must be experienced in reviewing IT policies & strategies, ensuring the 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 organisation 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 the 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, Vendors, Technical Support, External Engineers	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.