

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 : IT Specialist
Incumbent : Mr/Ms/Mrs
Grade : 5
Division : Division of Information Technology Services
Department : Department of Research and Education Enabling Technology
Location : Derrick Campus
Reports to : Director Information Technology Services through Managers Research & Education Enabling Technology

2. PURPOSE

The IT Specialist is responsible for ensuring the further development and enhancement of the eLearning tools, working with external ITS Divisions such as the Centre for Flexible and eLearning, the Library, the Centre for Learning and Teaching, HR Training, and other stakeholders to improve and support the virtual learning experience.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Managers Research & Education Enabling Technology**

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

FIJI NATIONAL UNIVERSITY
Job Description



4. KEY ACCOUNTABILITIES

- Engaging in some project work to help improve Moodle's support processes, systems, and documentation
- Design, develop and maintain best-in-class user experience resulting in compelling end-user engagement.
- Enhance and develop additional LMS features and functionalities to meet the needs of users.
- Ensure that all custom code, architecture deployment and system integration details are sufficiently documented to eliminate the risk of a single point of failure.
- Support the development, packaging and implementation of online training courses and materials, including the application of new technologies to the development of online courses and materials.
- Provide pedagogical, technical assistance and Training to online tutors in coordination with the ITS and course facilitators.
- Develop HP5 interactive content.
- Take ownership of selected high-profile, mission-critical tools and services.
- Completes work assignments and supports universities specific projects by applying expertise in subject area; supporting the development of work plans to meet universities priorities and deadlines; ensuring team follows all procedures and policies; coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities.
- Practices self-development and promotes learning in others by proactively providing information, resources, advice, and expertise with co-workers and other users; building relationships with cross- functional stakeholders; influencing others through technical explanations and examples; adapting to modern course delivery and new responsibilities; listening and responding to, seeking, and addressing performance feedback; providing feedback to others and managers; creating and executing plans to capitalize on strengths and develop weaknesses; supporting team collaboration; and adapting to and learning from change, difficulties, and feedback.
- Develops requirements for complex process or system solutions within assigned business domain(s) by interfacing stakeholders and appropriate IT teams (from different IT departments) and leading junior team members in the development process as appropriate.
- Maps current state against future state processes.
- Identifies the impact of requirements on upstream and downstream solution components.
- Provide non-functional requirements (for example, SMART) across multiple business domains.
- Develops and documents comprehensive business cases to assess the costs, benefits, ROI, and Total Cost of Ownership (TCO) of proposed solutions.
- Provides insight and supports the evolution of applications, systems, and/or processes to a desired future state by maintaining a comprehensive understanding of how current processes impact university operations across
- Provide quality service to Students and Staff within the campus, including the Student Management System (UIMS)
- Customer focus, with the ability to communicate with all levels of the organization
- Ability to understand technical requirements and translate these into understandable components for others in the authority
- Provide quality and timely IT service to Senior management and executives of FNU, including high-level visitors to FNU.

FIJI NATIONAL UNIVERSITY
Job Description



- Ensure all IT Services are always consistent and available.
- Provide Tier 1, Tier 2 & Tier 3 end-user support (technical hardware & software) for all IT services on the campus and off the campus and ensure all user requests are logged and 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 but not limited to teaching & learning environment like Moodle, Room Master, Opera & Nida.
- To ensure all tasks are carried out with due regard to Health and Safety.
- To act in a technical capacity, providing advice, completing projects and providing technical support both remotely and face to face
- Own the Incident Management Process
- To work with the Managers to deliver IT support, plan and execute projects and develop IT services in line with group development plans
- To support technicians in performing their day-to-day duties by providing technical and procedural advice
- To maintain service delivery and operations within agreed SLAs, focusing on driving down the response and fixing times
- Managing and escalating service requests to the Managers to avoid service breaches
- 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 duties and/or responsibilities related to the efficient and effective functioning of the Division, as directed 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

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

6. AUTHORITY LEVEL

Operating Expenditure : N/A
Capital Expenditure :
Others :

7. QUALIFICATION & EXPERIENCE

Qualifications

Essential:

- Bachelor's degree in an IT-related field (Computer Science, Information Systems, Cyber Security, or Information Technology) with 4 years' experience in the IT sector with at least 1 year of leading digital transformation initiatives OR a Diploma in Information Systems, Computer Science, Information Technology, or a related IT discipline, with a minimum of 9 years' of relevant experience.

Commented [AA1]: •A Bachelor's degree in Information Systems, Computer Science, Information Technology, Software Engineering, or a related IT discipline, with a minimum of three (3) years' relevant experience in supporting Learning and Teaching technologies, enterprise applications, or digital learning platforms.

OR

•A Diploma in Information Systems, Computer Science, Information Technology, or a related IT discipline, with a minimum of five (5) years' relevant experience in supporting Learning and Teaching technologies, enterprise applications, or digital learning platforms.

Experience

Essential:

- Sound knowledge in creating HP5 interactive contents.
- Experience in gathering business requirements, building specifications documents
- Experience working on IT projects.
- Must possess excellent customer service skills.
- Must have prior knowledge of doing documentation.
- Experience with Moodle Learning Management Systems.
- Experience supporting a web-based software product
- Management of LMS and design of eLearning materials and courses.
- Extensive hands-on experience in supporting and developing web-based applications in PHP and various frameworks.
- Ability to manage and implement front-end/server-side infrastructure, including web markup (e.g. HTML5 and CSS3), AJAX, JavaScript, and PHP.
- MySQL and PostgreSQL and writing complex SQL queries.

Commented [AA2]: •Proven experience in Moodle LMS administration, H5P interactive content development, eLearning course design, and providing support for web-based applications.
•Strong technical skills in PHP, HTML5, CSS3, JavaScript, AJAX, MySQL, and PostgreSQL.
•Excellent customer service, documentation, and problem-solving abilities.

Desirable:

- Certified by reputable IT vendors.
- Understanding of Microservices Architecture.

8. KNOWLEDGE & SKILLS

- Candidate must have hands-on experience dealing with security, backup strategies, data communications, telecommunications systems, application development, prepare specifications and project management, dealing with latest technology and demonstrated experience in IT operational management.
- Candidate must be experienced in reviewing 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.
- 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.

FIJI NATIONAL UNIVERSITY
Job Description



- 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.