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 Technical Support Officer
Grade	: 4
Incumbent	: Mr/Ms
Division	: Division of Information Technology Services
Department	: Department of Client Services
Location	: Natabua Campus
Reports to	: Director Information Technology Services through Manager IT - Client Services

2. PURPOSE

The IT Technical Support Officer is responsible for all aspects of technical operations and service delivery relating to the function of the University IT services. Responsible for serving students and staff as well as to provide a learning hub for the entire community.

1. Responsible for providing on-site technical support on Hardware, Software, Networking and Training Users to use various IT solutions on respective campuses assigned.
2. Responsible for providing support for customers (users), and assigned applications and/or information systems, including software implementation, integration, configuration, and testing.
3. Assisting solution design, researching how to help translate requirements into workable technical solutions, and assisting the evaluation of third-party vendors as directed.
4. Keep abreast of the latest technologies that may be of benefit to the university and contributing to future planning to improve the efficiency and effectiveness of ITS systems and services.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: <u>Respective IT Regional Leader</u>

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

- Is fully accountable and responsible for providing overall end-user support and other IT services of the campus daily operations.
- Is responsible for providing overall IT Service delivery to all computing, data, voice and visual communications services within campus and premises assigned.
- Ensure that all staff and students of the university are adequately and efficiently connected to IT critical services (Internet, Email, Student Services, Staff Services, Phone System, Data Network) at all times.
- Providing end-user support support (technical hardware & software) for all IT services on the campus and ensure all user faults logged are cleared within 24 hours or escalation requested to HD with work order updates provided.
- 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.
- Act in a supervisory and hands-on capacity to ensure the ITS supports the smooth running of ITS systems across the University campuses.
- To act as front-line supervisor for 1st, 2nd & 3rd level support teams to deliver high quality, cost-effective support services.
- To act in a technical capacity providing advice, completing projects and technical support both remotely and face to face.
- To support FNU staff in the appropriate use of ITS, through advice or training.
- To work with the Managers to deliver ITS support, plan and execute projects and develop ITS 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 fix times.
- To manage and escalate service requests to the Managers in order to avoid service breaches.
- To build strong relationships with departmental managers & team leaders, executive teams and staff based at academies.
- To produce accurate and timely reports to demonstrate delivery performance and ensure effective management of performance levels.
- To ensure 'core data' (e.g. site addresses, Directory Services, equipment lists, etc.) for nominated sites are up-to-date and correct at all times.
- To act as the 'escalation supervisor' for all service delivery performance issues.
- To work with other teams and project managers to deliver projects.

- To work within and create/make recommendations to improve IT ITIL processes, working practices and performance to improve service levels and customer satisfaction.
- To proactively manage and develop the groups call logging system, looking for opportunities for the system to improve our processes, forms and communication with our customers.
- 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 quality and timely IT service to Senior management and executive of FNU including high delegate visitors to FNU.
- To act in a technical capacity providing advice, completing projects and technical support both remotely and face to face.
- Own the Incident Management Process.
- 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 respective supervisors/managers.
- To carry out other duty and/or responsibilities related to the efficient and effectivity 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.
- Assist in the designing and implementing upgrades to its campus network infrastructure.
- Provide a daily critical checklist of IT services available and report any outages or faults.
- Design and implement a methodology for Quality checks and service improvement.
- Maintain consistent, relevant and updated information to faculty and students.
- Maintain high-performance IT service delivery to both staff and student by proper planning and education. Downtimes to be kept to a minimum.
- Monitoring of student PC usage in Labs & library using appropriate software and reporting concerns to immediate supervisor.
- Maintains and regulates managed printing services within designated college, divisions and departments.
- Updated Inventory for Campus with a quarterly update to Management with the breakdown by equipment type, allocation and age.
- Continuous monitoring and recommendation for upgrade and replacement to ensure a sufficient number of IT equipment are available.
- Labelling of each IT equipment with a Fixed Asset number.
- Ensure security of all IT equipment, including environment (cooling, curtains, tables and power), theft and physical damage.
- To work with other IT Department and provide relevant support (Network/Server/Security, Etc.) required on campuses assigned.
- Update of Inventory movement due to Campus movement and write-offs.
- Responsible for Inventory Audit for Campus.
- Ensuring hourly critical checklist have been carried out, according to agreed protocols, and reporting any issues that arise from the tests.
- Provide a weekly report for all works carried out with status, copy updated in the ITS share drive.
- Provide weekly management reports on operation of campus with an update of all activities, outage, major faults and weekly planning.
- Report on any staff issues to Management.
- Update Helpdesk report for faults logged and timely closure of work order for self and campus staff.
- Provide Service report (Internet, Email, Power etc.) to ITS Management.

- Ad-hoc reports as requested by Management.

- Establishes and maintains permanent files about out of order equipment and copy paper requirements; files and retrieves files as requested.
- Ensure structured cabling in the campus is maintained at the highest standard. Upgrades, re-cabling and enhancements are part of the daily routine.
- Assist on where and when requested with any IT installation, upgrade and maintenance required within the designated campus as assigned.
- To be able to work from any campus within their region when assigned.
- Contributing to future planning to improve the efficiency and effectiveness of ITS systems and services.
- To proactively manage and develop the groups call logging system, looking for opportunities for the system to improve our processes, forms and communication with our customers.
- To manage the creation of training resources and organise the delivery of training end-users, identifying ways to enable self-help through FAQ's and knowledge bases.
- To support the Infrastructure Manager, to ensure that the highest levels of customer satisfaction for IT services are delivered.
- To identify opportunities for productivity and service delivery improvements, best customer services.
- To deliver the best value, where possible advice and procure hardware and software from the standard IT hardware/software catalogue.
- To organise and attend meetings and present relevant updates to staff.
- To own IT support issues and see them through to conclusion.
- Oversee distribution of ITS equipment such as desktops, laptops, printers, multimedia and audio-visual units.

5. KEY CHALLENGES

- This role 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. AUTHORITY LEVEL

Operating Expenditure   :   N/A

Capital Expenditure   : ……………………………

Others   : …………………………...

7. QUALIFICATION & EXPERIENCE

Essential

- Bachelor's degree in IT related field (Computer Science, Information Systems, Cyber Security or Information Technology) with 4 years' experience in IT sector with at least 1 year in supervisory position
  OR
  Diploma in IT related field (Computer Science, Information Systems, Cyber Security or Information Technology) with 5 years' experience in IT sector with at least 1 year in supervisory position plus CISCO Certified Network Associate (CCNA) Certification
  OR
  Diploma in IT related field (Computer Science, Information Systems, Cyber Security or Information Technology) with 7 years' experience in IT sector with at least 1 years in supervisory position
- Experience working on IT projects.
- Prior experience in Networking Troubleshooting.
- Must possess excellent customer service skills.

- A sound knowledge of IT process.

Desirable

- A Valid Microsoft Office 365 Fundamentals certification or higher
- CISCO Certified Network Associate (CCNA) Certification
- Certified by reputable IT vendors.
- Experience in managing IT assets.
- Must be valid Microsoft Certified in Windows 10.

8. KNOWLEDGE & 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.
- Desire to work as part of the team and ability to lead a small team.
- 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.
- Ability to troubleshoot complex network and systems issues and proven experience supporting Windows and Mac operating systems and its network configuration.
- 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.