



RS FORM 2-JOB DESCRIPTION

SECTION A: POSITION DETAILS

MINISTRY/AGENCY/OFFICE: National Parliament of Solomon Islands

DIVISION/SECTION: Parliamentary Information Services **DUTY STATION:** Honiara

POSITION NUMBER (HRMIS): 279-00271

MINISTRY VACANCY REF: 1/2022

POSITION TITLE: ICT Helpdesk Officer

POSITION LEVEL: L 6/7

SALARY RANGE: \$1,544.17 - \$21,838.66

THIS POSITION REPORTS TO: Chief ICT Officer

THIS POSITION SUPERVISES: nil

SECTION B - SCOPE OF DUTIES

This position will contribute to the organization functions and strategies by;

Serves as the first point of client contact for technical requests for support to Parliament's IT Service Desk, and is responsible for logging, assessing and where possible resolving or alternatively escalating and tracking all requests to their successful closure.

SECTION C - LIAISONS

- a) **Internal:** Members of Parliament, and Parliamentary staff
 - b) **External:** Government Ministries and other stakeholders of relevant to Parliament information services
-

SECTION D: KEY DUTIES

The Officer will be required to:

Technical

- Provide technical assistance and advice on the advanced features and use of the Parliament's network and infrastructure technology environment.
- Provide technical skill so as to resolve common issues with devices and software supported for use within Parliament's technology environment.
- Undertake technical project-related activities including research, testing and document-writing.

Service Delivery

- Provide accurate and timely initial assessments and classifications of all client requests for service desk support.
- Quickly and effectively resolve known issues with Parliament's technology environment, and ensure that any new information or procedures gained as a result is shared with all IT support staff and users.
- Resolve incidents where possible and otherwise promptly escalate them.
- Keep clients informed on status and progress of their requests for support.
- Transfer knowledge and skills so that users become more self-sufficient in dealing with problems.
- Identify and act on opportunities to improve client satisfaction, effectiveness and efficiency with respect to clients' use of Parliament's technology environment.
- On occasion, provide temporary relief support for *Senior ICT Support* staff responsibilities.

Support and Administration

- Maintain up to date records of requests to the IT Service Desk for technical support.
- Maintain a thorough understanding of IT Service Desk procedures and Parliament's policies, procedures and standards as they relate to the use of Parliament's technology environment.
- Liaise with *Senior ICT Support* and other staff to facilitate the timely resolution of individual support requests.
- Manage individual tasks and projects to ensure the provision of timely, effective service to members and Parliamentary staff.
- Lead and Manage ICT procurement, in accordance to National Parliament ICT Policy.

SECTION E – KEY RESULT AREAS

Successful performance of the duties will be indicated by:

1. Demonstrated experience working in an IT service desk environment, including diagnosing and resolving technical incidents and using call-logging software.
 2. Well-developed oral and interpersonal communication skills with a proven capability to deliver excellent customer service, user support and guidance in an IT context.
 3. Demonstrated conceptual, analytical and problem solving skills to resolve issues both directly and also by way of suggesting alternative solutions.
 4. Demonstrated technical skill and experience working in a support context with a range of technologies including Windows, Microsoft Office and a range of end-user devices.
 5. Sound organisational skills including the ability to balance competing priorities and meet strict deadlines.
 6. Knowledge of the practices and principles of successful IT service desk operations.
 7. Other duties as directed by the Director of Parliamentary Information Services and Senior ICT Staff are performed and results are delivered on time.
 8. 100% attendance (unless on authorised leave) and compliance with Code of Conduct
-

SECTION F – CAPABILITY AND QUALIFICATIONS

Mandatory Qualifications

- Bachelor Degree in computer Science and/or Information Systems or Diploma in any IT related field or.

Desirable Qualifications

- Tertiary qualification in IT/CS or any related discipline is desirable for this role.
- ICT work experience is desirable.

Capabilities Required

- Maintaining a general awareness of the operations of Parliament, its policies, procedures and conventions.
- Maintaining awareness of technologies, issues and workarounds as they relate to the Parliament's technology environment and clients' use of technology.
- Explaining technical issues and instructions to non-technical clients and colleagues.

- Delivering excellent customer service and completing tasks within tight time constraints
-

SECTION G – SELECTION CRITERIA

Experience:

1. Understanding of the role of Parliament and the system of government in the Solomon Islands.
2. Experience and current knowledge of information technology resources in the field of Information Communication Technology.
3. Experience and performance of leadership management roles in the field of Information Communication Technology (ICT).

Knowledge:

4. Extensive working knowledge of computing hardware, and software applications in the process of installation, configuration and troubleshooting.
5. Knowledgeable of high-level ICT performance in terms IT specification and procurements.
6. Extensive of current knowledge of information technology in terms of clients helpdesk
7. Demonstrated interest in the emerging technology trends, and an ability to implement new services in response to ICT changing user needs.
8. Understanding of the role of Parliament and the system of government in the Solomon Islands.

Skills and ability:

9. Proof possession of several skills such as; ICT, research, analytical and report writing, communication, planning and organizing skills, as evident in academic qualification and work experiences.
10. Ability to understand and comply with the public service Code of Conduct and follow all other laws, policies and procedures which relate to the improving gender equality and creating safer workplaces.
11. Ability to develop and deliver effective ICT Helpdesk services to Members and staff and clients of the Parliament.

- 12. Ability to work collaboratively in a team and independently with a high level of autonomy
- 13. Ability to use and manage a range of computing software
- 14. A strong commitment to continuous improvement

SECTION H – TERMS AND CONDITIONS

- (a) Salary per fortnight: \$1,544.17 – 1,838.66
- (b) Salary per annum: \$40,148.34 - \$47,805.20
- (c) Annual Leave: 21days
- (d) Housing allowance \$277.29
- (e) Rental Eligibility \$2700

Other conditions of service will be outlined in the Agreement of Service upon appointment.

SECTION I – APPROVAL (BUSINESS USE ONLY)

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the role and will assist the Ministry/Agency to achieve its corporate objectives.



19/04/2022

.....
Clerk to National Parliament/Head of Agency

.....
Date Approved:

Additional Comments: