



LAUTOKA CITY COUNCIL

ROLE DESCRIPTION

ROLE TITLE: IT Support Officer

CORPORATE INFORMATION

1. Position Level: Tech 2
2. Salary Range: A competitive salary depending on qualifications and work experience will be offered to the successful candidate.
3. Duty Station: Civic Centre Building, 169 Vitogo Parade, Lautoka.
4. Reporting Responsibilities;
 - a) **Reports to:** Head of Finance and Digital Communications Officer (IT Supervisor)
 - b) **Liases with:** All the departments/staff, External – IT related contractors and suppliers; - Or as instructed.
 - c) **Subordinates:** Not Applicable

ROLE PURPOSE:

The ICT Support Officer position will ensure that the end users are provided a conducive ICT enabled work environment using the necessary computing tools and resources to maximize their productivity and help them achieve their targets and KPI.

The officer also needs to ensure that:

1. First line ICT technical support is provided for all end users;
2. ICT Best Practice and good ethic is promoted and advocated at all times when dealing with end users;
3. ICT policies are adhered to;
4. End users are assisted and supported well in terms of computing resources and needs to enable them to carry out their duty in the most ICT conducive environment that promotes maximum productivity;
5. ICT Help Desk is managed efficiently to make it a trustworthy and reliable first line of reporting mechanism for all end user's issue;
6. Proper and timely escalation of unresolved issues is carried to enable supervisors to find quick resolution;
7. Assist and advice your supervisor for all end users related computing issues.

KEY RESPONSIBILITIES:

The role will achieve its purpose through the following key responsibilities:

1. Help Desk Administration
 - i. Manage ICT Help Desk daily and make sure issues are attended to and resolved in the most efficient manner within the least turnaround time
 - ii. Submit Help Desk Activities Summery Report to Head of ICT at end of every week. This report will be a prominent part of the departmental monthly activity report

2. Telephone Tech Support

- i. Provide person to person telephone support to troubleshoot, diagnose and resolve common end user issues
- ii. Telephone support will be one of the mode of tech support. That being said the ICT Support Officer should endeavour to solve as much as possible through person to person engagement.

3. Desktop Application Support

- i. Install, troubleshoot and maintain standard licensed desktop software applications like Microsoft Office suite, AutoCAD, MYOBetc.
- ii. Install, troubleshoot and maintain standard licensed desktop operating systems like Windows 7, Windows 8, Windows 10 and Windows 11
- iii. Setting up system users, security and passwords

4. Hardware and Software Configuration and Support

- i. Install, configure, troubleshoot and maintain standard desktop endpoint computers like desktop systems, laptops, All-in-One system, tablet, etc.
- ii. Regularly update ICT fixed asset inventory for audit purposes for all the departments and sites
- iii. Based on the above fixed asset inventory, advise and recommend write-off to dispose obsolete computers in accordance with ICT policy
- iv. Recommend best hardware type and specification for end users best suited for their scope of work
- v. Installing, maintaining, repairing, and replacing security cameras, computer networks, and other equipment used in video surveillance systems
- vi. Monitoring the operation of security equipment for malfunctions or other problems
- vii. Recording events on camera and storing footage in a digital format for later reference
- viii. Maintaining logs of security incidents and making sure they are reported to appropriate personnel
- ix. Manage, configure and troubleshoot network printers

5. Basic Server Administration

- i. Under strict guidance and delegation of your supervisor perform basic server administration
- ii. These tasks may include production server and file server administration and cloud based applications, etc

6. Communication and Networking

- i. PABX/Phone support for all department/sites via ODX
- ii. LAN/WAN connectivity support and troubleshooting
- iii. Manage Internet connectivity
- iv. Assist staff in general Usage

7. Perform any other duties as directed by the Supervisor. Head of Department or CEO.

KEY PERFORMANCE INDICATORS:

Performance will be measured through the following indicators:

1. Business Performance: be accountable for your personal performance;

2. Risk Management: understand and address the potential impact of errors and omissions in your own work;
3. Planning: Deliver results by effectively using work plans;
4. Resource Management: Balance resources, competencies, priorities and timescales
5. to achieve set objectives;
6. Submission of timely and accurate reports

PERSON SPECIFICATION:

In addition to an appropriate qualification (or equivalent relevant experience) the successful person will have a flexible approach and a can do attitude, excellent interpersonal attributes, enthusiasm for delivering outcomes, a high level of attention to detail and accuracy and strong written and verbal communication skills.

KNOWLEDGE AND EXPERIENCE:

1. A Degree in Information Technology or equivalent field of study.
2. Minimum 2 - 3 years of work experience in ICT
3. Proficiency in Windows Operating System & its applications
4. Experience in Firewall, and Router Configuration, Email, MS Office or Cloud based Server.
5. Should be skilled in implementing network and troubleshoot complex & technical problems.
6. Knowledge of SQL with MySQL, MS SQL Server 2008 or latest.
7. Good interpersonal and communication skills.
8. Attention to detail, ability to work under pressure and be flexible with working hours.

SKILLS AND ABILITIES:

1. Perceptive: shows keen insight and understanding of issues or situations
2. Realistic: shows concern for facts and reality, rejecting the impractical
3. Team orientated: enjoys being with others as part of a group or team
4. Ability to establish and maintain effective working relationships with other public officials, the general public and analyses and contribute to resolving complex problems using available resources.
5. Ability to speak and write effectively, and to evaluate written and oral reports and make recommendations to improve ICT services.
6. Ability to work effectively with Supervisors and to set and maintain a positive role model for all personnel. Ability to plan, organizes, coordinate, direct and evaluate the work of support staff.
7. Excellent communication and customer service skills. Write clear and complete reports describing activities, problems, incidents and special circumstances. Demonstrated ability to complete investigation or relevant tasks in a timely manner.
8. Ability to assess multiple sides of an issue, demonstrated ability to analyze and solve complex problems in a resource constrained environment. Good decision making skills.
9. Demonstrated ability to introduce innovation practices to enhance a better image of the city.
10. Demonstrated ability to emphasise fairness, equity and accountability and maintain confidentiality and neutrality, in a sensitive environment.

11. Demonstrated ability to effectively work as a team in a service oriented environment to undertake any given task.
12. Conscientious: demonstrates a sense of right and wrong and personal obligation to do the right thing
13. Disciplined: is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
14. Initiative: takes action and makes decisions without the help or advice of other people
15. Well organised: controls tasks in a well thought out and critical manner

PERSONAL CHARACTER

All applicants for employment in Lautoka City Council must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution, including:

- Accountable; assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal
- Detail orientated: Attends to the small elements of a task/activity, ensuring completeness and accuracy
- Energetic: constantly active and driven to put in effort. Works hard to promote the enterprise
- Integrity: adherence to moral and ethical principles, soundness of moral character, honesty
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work

Applicants must also be Fijian Citizens, under the age of 55 years, in sound health, and with a clear police record.

The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.

Lautoka City Council is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.