

Public Service Commission Job Description Form

Ministry to prepare and request Approval by the Public Service Commission. Please contact the Performance Improvement Unit Staff of the office of the Public Service Commission if you need helping completing this form.

1	Job title	IT manager
2	Post number Allocate the next available number. This number is to be used in all subsequent correspondence relating to this post.	3226
3	Level Suggested by Ministry and determined by PSC	Suggested by the Director General... F Ps 5.6
4	Ministry	Education
5	Department	Administration & Finance
6	Location Where the position is located	Port Vila
7	Purpose "why this Post exists" this might be a one line statement adapted from the Corporate Plan or Business Plan for higher level Posts.	To develop ICT policies, plans and procedures, coordinate, supervise and manage IT-related activities of the organization, as well as provide administrative direction on daily operational activities of the IT department to ensure reliable, equitable and affordable access to communication. To ensure the streamlined operation of the IT Department in alignment with the business objectives of the organization. The IT Manager will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.
8	Key Result Areas (KRAs) refers to general areas of outcomes or outputs for which the post/role is responsible.	9 Key Performance Indicators (KPIs) refers to the quantifiable measurements that reflect the critical success of the KRAs.
8.1	Effective planning of IT resources and activities	9.1 Corporate/Strategic Plans for Unit is developed
8.2	Effective budgeting and controlling of IT funds	9.2 ICT yearly budget is developed annually
8.3	Administration and implementation of ICT policies, plan and procedures	9.3 80% of call level for help desk support is reduced Policies, plan and procedures are implemented
8.3	Effective supervision of staff performance	9.3 Staff are supervised appraised are monitored
8.4	Identification of training need and program	9.4 Training and programs and needs are identified
8.5	Quality reporting	9.5 Monthly/Quarterly and Annual Reports are provided
10	Duties and responsibilities Simple statements starting with an action word; more important ones first; less than 10; cover main areas of work but not details you should find in Procedure Manuals. Areas to think of include policy/ research/ advice, preparing reports; external communication; administrative; legislative and what this particular job must achieve. For lower level jobs it will be more specific e.g. deliver, record, type, maintain.	
10.1	Develop, implement, and maintain policies, procedures, and associated training plans for MoE infrastructure administration and project management, disaster recovery plans and service level agreement	
10.2	Lead ICT Unit operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources. Direct research on potential technology solutions in support of procurement efforts.	
10.3	Plans ICT Unit activities including cooperate/ annual/ weekly,	
10.4	Work with stakeholders to define business and systems requirements for new technology implementations.	
10.5	Review the ICT management system and set priorities for the new design, maintenance, development, and evaluation of all infrastructure systems, including LANs, WANs, Internet, intranet, security, wireless implementations, and so on.	
10.6	Budgeted and manage the ICT operational costs; conduct short and long-term financial forecasts for the expansion of functionalities and user base.	

10.7	Administer and supervises all managerial and operational functions including individual staff regularly	
10.8	Ensure efficient and effective coordination of all ICT functions within MoE	
10.9	Manage, monitor and evaluate deployment of ICT staff and resources	
10.10	Identify training needs and program for ICT and Moe staff	
10.11	Supervise maintenance, upgrade and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.	
10.12	Appraise the performance of all staff of ICT bi-annually	
10.13	Analyse and reports monthly and quarterly to the Policy and Planning and annually to the Director General.	
10.13	Carries out any other duties as directed by the Director General	
11	Reports directly to Title of Post and Level only	12 Directly supervises Title of Posts and level if any
	Director, Policy & Planning Services	Help Desk Officer Application Support Officer Network Support Officer Programmer Analyst Officer
13	Frequent Internal Personal Contacts with... ("Internal" means within the Ministry)	14 Occasional Internal Personal Contacts with...
	MOE Users	Director Education services, Corporate Service Director General
15	Frequent External Personal Contacts with... ("External" means other Ministries and the community)	16 Occasional External Personal Contacts with...
	OGCIO Staff	Suppliers of ICT equipment and Services
17	Impact of Decisions (a) Think of the decisions this Post makes without help on a regular basis (weekly or monthly) to greatly reduce the risk of serious things happening. Name the more important thing(s) decided. (b) If the Post has a significant Financial Delegation to commit funds the amount should also be stated.	Quality of educational planning, policy development coordination and implementation including project management depends on the availability of a high order, well maintained IT system.
18	Special Conditions e.g. if unusual work hours, equipment or travel is required.	* Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals. * After Hours work * Travel to Outer Islands * Safety equipments
19	Reason for Seeking Approval (e.g.; Routine Revision of Existing Job Description, New Post, Regrading. State if any overlap or duplication with existing Job Descriptions or new duties and responsibilities)	Review of responsibilities
20	CRITERIAS TO BE SELECTED FOR THIS POST	
	(Allow for some on -the-job training to bring outsiders up to standard and do not unnecessarily bias the Post to certain people. Remember education is <u>only one</u> indicator of capability to do the job.)	
20.1	Qualification the required qualification for the job e.g certificate, diploma, degree...	University degree
20.2	Special Business Education refers to the field of study that would be preferable	Computer science and Information Technology
20.3	Experience e.g. number of years or level of experience in filing/keyboard work or driving; or, e.g. low or high level achievements in leadership, communicating, advising, managing resources, writing reports, advising clients, doing similar type of work etc	3-5 years of Experience

20.4	Special Skills e.g. vehicle license, driving record, computer word/ excel etc	Public relation, Communication skills and IT Business Analyst
20.5	Thinking style e.g. an analytical thinker, a practical thinker, creative thinker.....	Analytical and Practical thinker
20.7	Communication/ Interpersonal Skills list the skills required of this position	Listening, writing, reading, oral communication skills
20.8	Behavioural Competencies refers to the personal attributes or characteristics needed for the position.	Honest and Hard working. Good team member.
20.9	Language "English , French and Bislama" is usual.	Bislama, English and French
21	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
21.1	Prepared in the Ministry by ...	Name John J. Gardleo Sign  Date 02/ 06 /2014
21.2	Certified by or for the DG that the Post fits with any Corporate Plan, and is required.	Name Jesse Dick Joe Sign  Date 02/ 06 /2014
21.3	Checked by OPSC for completeness and consistency; check structure; confirm Level and Post Number (job evaluation process).	Sign  Name E. Zant Date 27/ 6/2014
21.4	DECISION OF PUBLIC SERVICE COMMISSION	
	Decision: <u>Approved</u> or Deferred or Amended Date of Decision:	
	(Circle the appropriate Decision)	
	Name LAURENT REP  SECRETARY Sign	Date 27/ 06 /2014

LAURENT REP
SECRETARY
OPSC