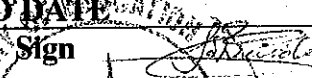

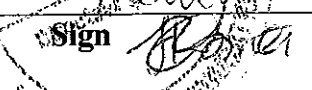



Public Service Commission Job Description Form

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		
1	Job title	IT Network Support Officer
2	Post number Allocate the next available number. This number is to be used in all subsequent correspondence relating to this post.	3228
3	Level Suggested by Ministry and determined by PSC	Suggested by the Director General... H Os 4.3
4	Ministry	Education
5	Department	Finance & Administration
6	Location Where the position is located	MOE (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.	<p>The Network Technician's role is to support the stable operation of all MOE computer networks. This includes planning, designing, installing, configuring, maintaining, and optimizing all network hardware, software, and communication links while ensuring minimal network downtime within the Ministry of Education and Youth Development and Training.</p> <p>The person will develop report for suggesting designs or meeting network system requirements and selecting alternative measures to develop better security technologies</p> <p>The Network Technician will diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion, and provide end user training and support where required.</p>
8	Key Result Areas (KRAs) refers to general areas of outcomes or outputs for which the post/role is responsible.	9
8.1	Planning and Implementation	9.1 Analyse, Plan and Implement Networks structure for MoE, Provincial Office, Schools and Youth Development and Training
8.2	Maintain systems availability	9.2 Systems available to MOE and users 90% of working hours
8.3	Documentation	9.3 Detailed Documentation and help sheets for network equipment, servers and all other related equipment configurations and installations made available in hard and Soft copies.
8.4	Disaster recovery	9.4 Run Disaster Recovery twice yearly
8.5	Security	9.5 Secure physical network equipment and network systems
8.6	Training	9.6 Assist with end user training for MoE staffs with regards to computer networks
8.7	Reporting	9.7 Once a month (12 reports a Year)
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	Perform onsite analysis and diagnostics and resolve network faults, recommend, implement hardware and software solutions, including onsite repair.	

10.2	Perform configurations, installations and maintenance Servers, Network Attachable Storage and other networking equipment, including and not limited to Multifunctional copiers, Servers, Desktop systems and other computer related peripherals	
10.3	Support the development and implementation of new networking projects and new technology installations. Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts, evaluate, and provide recommendations on procurement.	
10.4	Liaise with application support staff on network issues pertaining to their area of responsibility, Providing training helpdesk support staff on network issues	
10.5	Provide network training for data entry staffs to ensure provincial officers have access network and the resources.	
10.6	Assist in the development of Business continuity plan Disaster recovery plan for MOE, Test and implement Disaster recovery Plan	
10.7	Security of the physical network from manmade and natural disasters and network system from threats	
10.8	Assist programmer analyse by providing connectivity specifications for host and test machines.	
10.9	Perform systems backup and recovery for the ICT Unit.	
10.10	Provide monthly reports to IT manager on Network availability for MOE users and updates.	
11	Reports directly to Title of Post and Level only	12 Directly supervises Title of Posts and level if any
	IT Manager	None
13	Frequent Internal Personal Contacts with... ("Internal" means within the Ministry)	14 Occasional Internal Personal Contacts with...
	Desktop support staff, MOE users	Directors
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 to MOE
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.	Essential to continual running of MOE ICT network infrastructure
18	Special Conditions e.g. if unusual work hours, equipment or travel is required.	Travel to outer islands. Safety equipment's for sifting and transporting of heavy to moderately heavy objects such as computer peripherals. Inspect and install cables in floors and ceilings.
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)	
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 only one indicator of capability to do the job.)	
20.1	Qualification the required qualification for the job e.g. certificate, diploma, degree...	Degree or Diploma in computer networking or associated field and or three years equivalent work experience.
20.2	Special Business Education refers to the field of study that would be preferable	Working knowledge of network and PC operating systems, ability to operate network component analysers, hands on troubleshooting experience.

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	Three years experience in similar role,
20.4	Special Skills e.g. vehicle license, driving record, computer word/ excel etc	Experience in maintenance of PC's Servers and operating systems, Good knowledge of networking, and ability to conduct research into networking issues and products as required
20.5	Thinking style e.g. an analytical thinker, a practical thinker, creative thinker,....	Analytical, Practical thinking styles
20.6	Communication/ Interpersonal Skills list the skills required of this position	Strong written and Oral skills, with good interpersonal skills.
20.7	Behavioural Competencies refers to the personal attributes or characteristics needed for the position.	Be of Good Character.
20.8	Language "English, French, and Bislama" is usual.	Fluent in written and spoken English or French and Bislama.
21	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
21.1	Prepared in the Ministry by ...	Name John J. Garoleo 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).	Name: L. Rentes Sign  Date 24/6/2014
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 Sign  SECRETARY OPSC	Date 27/06/2014