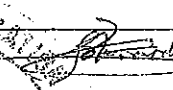
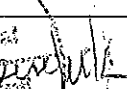
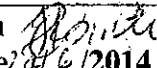
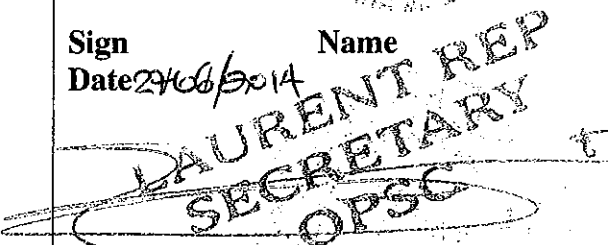


Public Service Commission Job Description Form

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	Application & User Support Officer	
2	Post number Allocate the next available number. This number is to be used in all subsequent correspondence relating to this post.	3229	
3	Level Suggested by Ministry and determined by PSC	As suggested by or for Director General H Os 4.3	
4	Ministry	Finance & Administration	
5	Department	Corporate Services	
6	Location Where the position is located	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.	Provide backend application support to end users so they can accomplish business tasks as well as support the VEMIS Database, Citrix connection and other Applications and Databases within the Ministry of Education and Training. Develop, train and maintain the Ministry of Educations intranet site and ensure that officers in charge for updating their area of intranet site can easily access and have the appropriate knowledge to update their areas of responsibility. Provide training to all MOE, provincial as well as school personnel on the use of windows, Microsoft office and any other software products as required by MOE.	
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	VEMIS and Citrix are administer and maintain	9.1	VEMIS Clients 90% access time achieved Citrix clients 90% access time achieved.
8.2	Manage, maintain, backed up, operational and updated Education File Server	9.2	Education Server is always accessible.
8.3	Time Control System (TCMS) is monitor and maintain	9.3	Attendance report provided on time to managers and HR
8.4	ATLAS	9.4	Students assessment (exam) report accessible and available
8.5	IT Asset Registries is maintain	9.5	New ICT equipments are registered Existing ICT equipment up-dated, registered and disposed
8.6	Documentations, disaster recovery plan and service level agreement	9.6	Database systems are well Designed, developed, tested and implemented
	Provide assistance to application front end, programmer and network support officer		Planning, designing and development of Education ICT systems Network connectivity to MoE system databases are maintained and accessible Support to end users application problems are provided
8.7	Training	9.7	End user training plans are developed; trainings are provided and updated annually.
8.8	Reporting	9.8	Monthly, quarterly and Annual reports to IT Manager
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	Install, Configure, Maintain and troubleshoot VEMIS desktop access throughout the Ministry as well as Provincial Education Offices		
10.2	Install, Configure, Maintain and troubleshoot Citrix access throughout the Ministry as well as Provincial Education		

	Offices	
10.3	Configure, maintain and manage Servers, databases and software applications including the Vanuatu Education Management Information System, Scholarship Database and all other SQL Databases.	
10.4	Maintain a consistent backed up processes	
10.5	Maintain and monitor MoE and provincial staff attendance	
10.6	Maintain exam database for students' assessments	
10.7	Develop and maintain ICT assets registry by registering new and update existing equipments and dispose redundant equipments	
10.8	Assist Application frontend support in providing backend application problems and help desk support	
10.9	Liaise with Programmer and system analyst in managing MEYDT's system databases	
10.10	Liaise with Network support staff on database connectivity issues	
10.11	Provide ICT training to MOE staff as well as provincial Education officers in areas of computer applications and basic computing skills	
10.12	Configure, maintain and manage intranet website for the Ministry	
10.13	Develop technical documentation, disaster recovery plan and service level agreement policy in hard and Soft copies on all configurations ensuring that these documents are updated	
10.14	Test and Implement Disaster recovery plans for MOE database systems	
10.15	Provide assistance to MEYDT application and database users	
10.16	Provide support and maintenance to provincial education offices annually	
10.17	Carry out any other duties and responsibilities as requested by the DG	
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...
	MOE and VEMIS Users	Directors, DG
15	Frequent External Personal Contacts with... ("External" means other Ministries and the community)	16 Occasional External Personal Contacts with...
	VEMIS Developer and OGCIO Staff	ICT equipment Suppliers
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 continuous running of MEYDT Application Systems
	Special Conditions e.g. if unusual work hours, equipment or travel is required.	- Out Of hours work - Occasional travel to outer islands - Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals. - 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)	Revision of existing job description
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...	Diploma
20.2	Special Business Education refers to the field of study that would be preferable	Computer Science and Information Systems
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.	2 to 3 years' experience in related field

20.4	Special Skills e.g. vehicle license, driving record, computer word/ excel etc.	Ms Office Adobe Photoshop, Illustrator
20.5	Thinking style e.g. an analytical thinker, a practical thinker, creative thinker.....	Analytical and practical thinker
20.6	Communication/ Interpersonal Skills list the skills required of this position	Listening, writing, reading and oral communication skills
20.7	Behavioural Competencies refers to the personal attributes or characteristics needed for the position.	Good character
20.8	Language "English, French and Bislama" is usual.	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).	Sign  Name L. Rantes Date 2/6/2014
4	DECISION OF PUBLIC SERVICE COMMISSION Decision: <u>Approved or Deferred or Amended</u> Date of Decision: (Circle the appropriate Decision)	Sign _____ Name _____ Date 2/6/2014 
21.5	Name _____ Sign _____	Date 2/6/2014