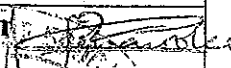

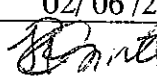
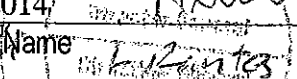


Public Service Commission Job Description Form

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.	3230	
3	Level Suggested by Ministry and determined by PSC	Suggested by the Director General...H Os 4.3	
4	Ministry	Finance & Administration	
5	Department	Policy & Planning 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.	<p>The Application and User Support Officer will provide front end support for IT applications to all education users and to ensure productivity at work place.</p> <p>Develop, implement and maintain front end support systems for ICT.</p> <p>Coordinate the use and dispatch of all ICT equipment to all education units including provincial education offices.</p>	
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	MOE ICT Help Desk System	9.1	Help Desk System is always running 95% of all times. Frequent updates of the Help desk system
8.2	Booking Database System	9.2	Booking system is always up and running. Frequent updates of the booking system.
8.3	ICT Equipment Replacement	9.3	Inventory shows which PC is allocated to which user, Check during scheduled ICT Unit Preventative maintenances check on MOE ICT equipment.
8.4	E-GOV phone system	9.4	Daily phone operation is 90% working
8.5	Disposal and write-off and Donate System	9.5	Update disposal and write-off registry
8.6	ICT Expenditure Tracking System	9.6	Update record track of all LPO at ICT Unit
8.7	Documentation, Disaster Recovery plan, Service Level Agreement	9.7	Detailed documentation for all phones and PC's at MOE; Completed disaster recovery plan for phones and PCs being carried out twice a year.
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	Responsible for all e-gov phones at MoE, Youth & Sports and provincial Education offices. Install and configure new phones.		
10.2	Assist Network officer on network specifications for Telephones at MoE.		
10.3	Update phone directory and assist with application support back end to upload to intranet.		
10.4	Replacement of PCs according the PC replacement policy		
10.5	Maintain and Update ICT Equipment pool Database.		
10.6	Maintenance of pc and laptop of MoE, Youth & Sport, Provincial Education officers and Schools including Tafea Province		
10.7	Documentation and Disaster Recovery Plan of phones and PC's at MoE and Youth & Sport		

10.8	Assists Application support officer (backend) with training for MoE, Youth & Sport and Provincial Education staff.	
10.9	Document purchase of PCs, which officers they are allocated to and document any changes either to hardware of PC or should pc be handed down to different user so PC can be tracked for duration of their use within MOE offices.	
10.10	Assist Application back end officer in disposal and write-off and donation of ICT Equipment	
11	Reports directly to Title of Post and Level only IT Manager	12 Directly supervises Title of Posts and level if any None
13	Frequent Internal Personal Contacts with... ("Internal" means within the Ministry) MOE Users	14 Occasional Internal Personal Contacts with... Directors, DG
15	Frequent External Personal Contacts with... ("External" means other Ministries and the community) OGCIO	16 Occasional External Personal Contacts with... 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.	
18	Special Conditions e.g. if unusual work hours, equipment or travel is required.	Occasional Travel to Outer Islands
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...	Diploma
19.2	Special Business Education refers to the field of study that would be preferable	Computer Science/Information System
19.3	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	1 to 2 years experience in related field
19.4	Special Skills e.g. vehicle license, driving record, computer word/ excel etc	Public relation and communication skills
20.5	Thinking style e.g an analytical thinker, a practical thinker, creative thinker.....	analytical thinker, 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.	Good character
20.9	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 
21.2	Certified by or for the DG that the Post fits with any Corporate Plan, and is required.	Date 02/ 06 /2014 Name Jesse Dick Joe Sign 
21.3	Checked by OPSC for completeness and consistency; check structure; confirm Level and Post Number (job evaluation process).	Sign  Name 

		Date <u>24/6/2014</u>
21.4	DECISION OF PUBLIC SERVICE COMMISSION	
	Decision: Approved or Deferred or Amended _____ Date of Decision:	
	(Circle the appropriate Decision)	
	LAURENT REP	
	Name _____ Sign _____	Date <u>27/06/2014</u>

LAURENT REP
Name _____
SECRETARY
OPSC

