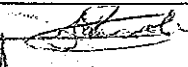
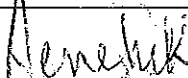

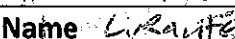


Public Service Commission Job Description Form

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	Help Desk Technician		
2	Post number Allocate the next available number. This number is to be used in all subsequent correspondence relating to this post.	3231		
3	Level Suggested by Ministry and determined by PSC	As suggested by or for Director General . . . J Cs 2.6		
4	Ministry	Education		
5	Department	Finance & Administration		
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.	The Help Desk Technician's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution involving the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.		
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	ICT Equipment Record Documentation	9.2	Inventory shows which PC is allocated to which user, Check during scheduled ICT Unit Preventative maintenances on MOE ICT equipment.	
8.3	Reporting.	9.3	Monthly/quarterly and Annual reports to IT Manager.	
8.4	Documentation, Disaster Recovery plan, Service Level Agreement	9.4	Detailed documentation of frequency Help desk requests from clients and provide disaster recovery plan.	
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	Take incoming help requests from end users via Phone, document user information including name department , contact information and nature of the problem			
10.2	Prioritize and schedule problems. Escalate problems (when required) to the appropriate support personnel . (Desktop support ,Network Technician and Application and User support)			
10.3	Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution through the use of helpdesk software.			
10.4	Provide Users with first point of contact for problems relating to Windows and Microsoft Office.			
10.5	Provide monthly reports on number of Help Desk Calls, helpdesk call resolution time to IT			

	manager.	
10.6	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.	
10.7	Install, test and configure new workstations, peripheral equipment and standard software.	
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 Users	Directors, DG
15	Frequent External Personal Contacts with... ("External" means other Ministries and the community)	16 Occasional External Personal Contacts with...
	OGCIO	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.	Effective and efficient ICT service delivery with improve outputs
18	Special Conditions e.g. if unusual work hours, equipment or travel is required.	Unusual working hours
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)	New Post
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...	Accredited Certificate/Diploma in IT
20.2	Special Business Education refers to the field of study that would be preferable	Information Systems
20.3	Experience e.g. number of years or level of experience in filling/keybord 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 Suite
20.5	Thinking style e.g. an analytical thinker, a practical thinker, creative thinker.....	analytical thinker, and practical thinker
20.6	Leadership Competencies.	
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  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	Sign  Name 



	structure; confirm Level and Post Number (job evaluation process).	Date <u>24/6/2014</u>
21.4	DECISION OF PUBLIC SERVICE COMMISSION Decision: <u>Approved</u> or Deferred or Amended (Circle the appropriate Decision) Date of Decision:	Sign LAURENT REP Name SECRETARY Date <u>1/1</u> OPSC
21.5	Name	Sign Date <u>27/6/2014</u>