



Tertiary Scholarships & Loans Service

“Building a Smarter Fiji”

JOB DESCRIPTION – ASSISTANT IT OFFICER

IDENTIFICATION

Position Title: Assistant IT Officer

Position Number: TSLS 17

Location: Suva

Reports to: System Analyst

Supervised by: System Analyst

ORGANIZATION CONTEXT

In line with the theme of “Building a Smarter Fiji”, The Government announced a number of major initiatives that now ensure that every young person has access to tertiary education. The Prime Minister and Minister for Finance, Commodore Josaia Bainimarama stated in his 2014 budget speech that his Government has allocation funds for the provision of Tertiary Scholarships. Under the Tertiary Scholarships and Loans Scheme the following is being introduced:

- National Toppers Scheme
- Overseas Scholarships
- Tertiary Education Loans Scheme for New Students
- Tertiary Education Loans Scheme for Existing Tertiary Students
- Accommodation Support Scheme
- Scholarship Scheme for Students with Special Need

The new Scheme is consolidating all existing scholarships and loan schemes into one overall scheme under the responsibility and direction of the Tertiary Scholarships and Loans Service (TSLS).

KEY ACCOUNTABILITIES – ASSISTANT IT OFFICER

- Assist in planning and development of IT infrastructure
- Update and maintain all the IT equipment
- Keep electronic records of all TSLS data
- Provide support of Microsoft products such as Office (various version)
- Provide support of hardware and software for all devices and applications from servers, desktops and laptops
- End user and product support for network printers and photocopiers
- Knowledge of SQL Server and Exchange server
- Create and maintain records electronically
- Respond to and log calls, escalating calls as required with key support
- Everyday support may be required from time to time
- Provide one on one training when requested
- Assist to set up new hardware following IT procedures and policies
- Provide AV support and presentation projector support to staff

- Assist in TSLs website and Facebook page
- Resolve problems by clarifying the customer's complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Resolve customer complaints via phone, email, mail
- Follow communication procedures, guidelines and policies
- Provide basic and accurate information in-person and via phone/email
- Helping to build good customer relations

Key Competencies

- Organizational and planning skills
- Communication skills
- Information gathering and monitoring skills
- Problem analysis and problem solving skills
- Initiative
- Confidentiality
- Team member
- Attention to detail and accuracy

Knowledge, Skills and Abilities

Provide technical and administrative support to TSLs IT equipment's, communicate effectively orally and in writing; establish cooperative working relationships with persons contacted in course of performing assigned duties

Qualification

Diploma in in Computer Science/Information System/Information Technology.

Key Relationships/ Internal and External Contacts:

List the key inter-relationships that are necessary for effective performances in the job. Also describe the natures of contact most typically expected with those key working relationships.

<p style="text-align: center;">External</p> <ol style="list-style-type: none"> 1. FRCA 2. Suppliers 3. Vendors 	<p style="text-align: center;">Purpose of Contact</p> <ul style="list-style-type: none"> • FRCS undertakes recovery action. • For others-collegial working relationships will facilitate business processes and ensure meeting of TSLs's objectives.
<p style="text-align: center;">Internal</p> <ol style="list-style-type: none"> 1. Board 2. CEO 3. TSLs Management Team 4. Staff 	<p style="text-align: center;">Purpose of Contact</p> <ul style="list-style-type: none"> • Provide service by ensuring that students complete administrative matters on time and that academic matters are resolved promptly. • Facilitate clear communication. • Facilitate clear and national wide awareness and promotion.

“End of JD for Assistant IT Officer