PACIFIC ISLANDS FORUM SECRETARIAT

Applicant Information Package

IT SUPPORT ASSISTANT

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About the Pacific Islands Forum Secretariat

Founded in 1971, the Pacific Islands Forum is the region's premier political and economic policy organisation. The Forum Leader's Vision is *for a region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives.*

The work of the Pacific Islands Forum Secretariat (*PIFS)* is guided by the **Framework for Pacific Regionalism** (FPR) as:

> *The expression of a common sense of identity and purpose, leading progressively to the sharing of institutions, resources, and markets, with the purpose of complimenting national efforts, overcoming common constraints, and embracing sustainable and inclusive development within Pacific countries and territories and for the Pacific region as a whole.*

The FPR is underpinned by the **Blue Pacific** narrative, endorsed by Forum Leaders in Samoa in 2017, which calls for a long-term regional commitment to act as one "Blue Continent" as the means to achieve its development aspirations. The Leaders vision was that it would serve as the platform to reinforce and inspire the region in its shared stewardship of the Pacific Ocean, and to reaffirm the connections of Pacific peoples with their natural resources, environment, culture and livelihoods.

For more information about PIFS visit www.forumsec.org

About the Operations Team

The Operations Team provides key operational services and infrastructure so that the technically oriented divisions may concentrate on the policy work, for which the Secretariat was founded. The key corporate support services provided to the organisation from Operations are in the area of HR & Admin, Financial Services, Information Services, and Property Services.

The Information Services team works under Operations providing a responsive corporate support and to provide information services to the Forum Secretariat Members and CROP agencies. The Information Services includes the Information Communication Technology (ICT), Library, Information and records management services.

About the Position

The IT Support Assistant is required to provide support for PIFS meetings and events to ensure that all connectivity matters are set up promptly and successfully for the meeting and/or events. The position is based at the Information Services Team and reports to the Team Leader Information Services through the Network Support Coordinator.

The focus of the position is to provide users prompt support on maintenance, monitoring, configuration and improvement of the meeting Infrastructure. The incumbent will also be adept to adhoc changes for meeting logistics and environment, possessing good etiquette and experience in providing customer service IT support at high level meetings and events.

 The IT Support Assistant will have sound technical, time management, and communication skills to manage conflicting demands and events support.

The Forum Secretariat has undergone an organisational restructure, with a view to achieve greater consistency across the organisation in the way workforce capability is developed, and capability gaps are identified and addressed. As such, PIFS has produced a Capability Framework (CF) that provides a common platform to clarify performance expectations and job behaviours required for roles at various levels. Details of each CF Competency may be different for the position's Band Level.

CORE CAPABILITIES:

Planning & Prioritising	"Developing and committing to personal, team, KRA and organization wide plans"
Communicating with Purpose and Effect	"Clear communication while knowing your target audience and the outcomes you are seeking"
Leading and Collaborating	"Actively leads self, others and organization to establish a positive and productive organization culture"
Applying Critical Thinking	"Gathering, organizing and analyzing information for effective decision making"
Developing and Strengthening Relationships	"Working cooperatively and establishing, developing and maintaining business relationships"
Delivering Value	"Deliver Outcomes that meet agreed quality and timeliness measures"

SUPPLEMENTARY CAPABILITIES:
Supplementary Capabilities required include: building for the future, promoting effective workplace practices, managing and coordinating projects as well as using systems, tools and technology.

The position reports to Team Leader – Information Services through the Network Support Coordinator and will work closely with the Information Technology team to advance the responsibilities of the team.

The position holder's accountabilities will be aligned, but not limited to the key responsibilities outlined below:

1. **Meeting Support**
   - Work under the supervision of the Network Support Coordinator to support meetings
   - Communicate with meeting organisers and stakeholders
   - Setup and support of requested IT equipment and configurations if required for meetings
   - Support for the PIFS studio room
   - Prepare and ensure that the video and sound systems are thoroughly tested with stakeholders are successfully tested before meetings
   - Setup and support of the public addressing sound systems, teleconferencing and video conferencing services
   - Ensure internet, video conferencing and teleconferencing units are available

- Ensure that network throughput is good for video and teleconferencing
- Ensure recordings of meetings are secure and accessible
- Work with stakeholders to improve teleconferencing and video conferencing experience in the region
- Improve the room acoustics
- Coaching of attendees before and during meetings
- Provide training and support to staff on booking and supporting meetings
- Documentation and meetings support inventory
- Continuous service improvements

2. **Network Support**

   Assist the Network Support Coordinator in the following:
   - Maintenance, monitoring, configuration, and improvement of the network systems, building hubs, switches, routers and wiring cabinets, wireless networks
   - Addition and removal of equipment from the network e.g. Printers, computers, switches, routers, backup and storage devices, and all other physical devices attached to the network
   - Guide suppliers on outsourced work related to the network and other services as required
   - Telephone issues resolution
   - Regular backup of all networks
   - Assisting in IT Projects
   - Documentation and Network Inventory – have real-time updated record of equipment location
   - Continuous service improvements
   - Meeting support checklist
   - Meeting support asset management

3. **User Support**
   - Assist User Support coordinator as needed
   - Managing and resolving user issues promptly

4. **Administration**
   - Manage the bills for meeting purposes
   - Documentation and asset management
   - Liaise with suppliers on quotation, purchase, and supply of all meeting equipment
   - Conduct regular user feedback and updates to the team and users
   - Conduct regular risk management updates

Note: The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Position complexities

Most challenging duties typically undertaken:
- Ensure meeting records are secure and backed up regularly
- Resolution of meeting and network issues during meetings
- Coaching of VIP stakeholders before and during meetings
- Room acoustics treatment
- Video and sound systems mixing and support

- Secondary role of user and network support
- Good communications and etiquette when dealing with VIP and foreign dignitaries

Qualifications and experience required for the role

This section is designed to capture the expertise required for the role at the 100% fully effective level. This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies:

- A Diploma in Information Technology or in relevant field
- At least 1 year of experience in a similar role, including network administration or user support role
- Experience in supporting international stakeholders including VIP and foreign dignitaries
- Very good communications skills, both spoken and written
- Telephone and teleconferencing administration experience
- Wireless and switch administration experience
- Sound & video mixing experience and integration in meetings
- Support experience on Zoom, Cisco WebEx, Microsoft teams or similar product
- Room acoustics treatment experience
- Working knowledge of all Microsoft Office 365

Other Desirable Knowledge/Experience:
- Information Technology Infrastructure library (ITIL) foundation certification or similar professional certificate
- Service desk management
- Experience & knowledge in set-up/support of meeting/event audio systems - Bosch /PA sound systems
- Windows 10 certified /experience
- Ruckus wireless experience
- Video conferencing support experience
- Office365 support experience
- Backup and restore checks
- Information security
- Studio - audio and video mixing experience.

Functional relationships & Relationship skills

The role will need to liaise with many stakeholders, key contacts and typical nature of their relations are:

External:
- Meeting stakeholders
- Suppliers
- Service & Maintenance Vendors

- Courtesy, giving/receiving information, explaining things, liaising, advising. gaining cooperation

Internal:
- Secretary General and other members of Senior Management team

- Receive organisation updates, instructions and general information
- Advising on network/computer issues

	• Regular group meetings to share information
• All Other staff	• Informal one-on-one conversations
	• Emails and correspondences and/or seek inputs for admin work
	• Collaborative Inputs to reports and meeting papers

Direct Reports

The position does not have any direct reports.

Level of Delegation

The position cannot authorize any cost or sign standard letters on Secretariat letterhead or approve any contractual matters.

Additional Information

- PIFS advocates for equal opportunities, promotes environmentally sustainable practices and champions health & well-being for its staff
- Incumbent is physically fit and able to travel, when required
- Hold a current passport valid at least 6 months

Change of Position description

This position description may be subject to change from time to time in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as required.

This Position Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Summary of Conditions, Benefits & Entitlements

The Forum Secretariat is part of the participating agencies of the Council of Regional Organisations of the Pacific (CROP) that have agreed through their governing councils to standardise employment conditions. Outlined in this section are the conditions, benefits & entitlements that accrue to the position of the IT Support Assistant.

Contract Term
- *Principle*: To ensure recruitment and retention of the best person for the position
- *Practice*: The successful candidate will be entitled to a contract term that is subject to a satisfactory medical examination, performance during a six-month probation period, funding, and the need for the position.

Working hours
- *Principle*: To ensure that the minimum legal standard is met.
- *Practice*: Normal working hours are 37 hours per week with the official office hours being:
  - Monday – Thursday: 8:30am – 5:00pm
  - Friday: 8:30am – 4:30pm.

Salary
- *Principle*: To ensure relative worth of similar positions across CROP agencies is maintained and consistent with the market, a sample of positions across participating CROP agencies are validated and sized to ensure equivalent salaries are paid for equivalent jobs.
Salaries for all Secretariat positions that are advertised locally, are assessed annually and compared to organisations that pay staff at 10% above the upper quartile of the Fiji All Organisations market.
- *Practice*: This position is placed at Band 5 and will start in the range of **FJD 21,679** to **FJD 24,389** per annum.

Superannuation
- *Principle*: To provide the minimum legal requirement of the host country.
- *Practice*: This entitlement amounts to the minimum Employer Contribution rate as provided in the Fiji National Provident Fund Act, which will be paid to the Fiji National Provident Fund.

Health/Life Insurance
- *Principle:* To provide standard health insurance.
- *Practical:* Health insurance covering local medical consultation, pharmaceutical benefits and overseas medical treatment (subject to certain conditions) and term life insurance equivalent to three times the base salary is provided for staff.

Annual Leave
- *Principle:* To provide for recuperation and recreation.
- *Practice:* The entitlement for annual leave is 18 working days per annum.

Sick Leave
- *Principle:*   To provide for leave for illness or accident.
- *Practice:*   The allocation for sick leave is 21 days per annum.

Tax Status
- *Principle:* To meet the minimum legal requirements as agreed through the Establishment Agreement between the organisation and the host government.
- *Practice:* Remuneration is taxable for Fiji nationals.

Other Benefits
Other benefits include family leave, maternity leave and special leave at the Secretary General's discretion.

Administrative Information

The closing date for applications is **24 September 2021.** Applications should contain full information on education and career background. Applicants must also provide the names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Interested applicants are encouraged to apply through our website: www.forumsec.org where an information package containing the job description and remuneration details is also available.

General information on the Pacific Islands Forum Secretariat is also available on the website.