

APPLICANT INFORMATION PACKAGE
INFORMATION TECHNOLOGY MANAGER (ITM)

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A. Background Information on SPREP

SPREP is the regional organisation established by the Governments and Administrations of the Pacific charged with protecting and managing the environment and natural resources of the Pacific. The head office is based in Apia, Samoa with about 100 staff. There is also a SPREP office in Fiji with four staff as well as SPREP Officers stationed in the Federated States of Micronesia, Republic of the Marshall Islands, Solomon Islands and Vanuatu. SPREP has an annual budget of USD \$29 million in 2018.

The establishment of SPREP sends a clear signal to the global community of the deep commitment of Pacific island Governments and Administrations for better management of the environment within the context of sustainable development.

The strategic direction for SPREP is clearly set out in the 2017-2026 SPREP Strategic Plan. The Plan outlines the mandate, vision and programmes for the organisation, and places strong emphasis on effective delivery of services to SPREP Member countries and territories.

Mandate

SPREP's **mandate** is to promote cooperation in the Pacific region and provide assistance in order to protect and improve its environment and to ensure sustainable development for present and future generations.

Vision

SPREP is guided by its **vision for the future**: "A resilient Pacific environment, sustaining our livelihoods and natural heritage in harmony with our cultures".

Members

SPREP has 21 Pacific island member countries and territories (American Samoa, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Northern Marianas, Palau, Papua New Guinea, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu and Wallis & Futuna) and 5 developed countries (Australia, France, New Zealand, United Kingdom and United States of America) with direct interests in the region.

Four regional goals to achieving resilience and sustainable Pacific communities:

- **Regional Goal 1:** Pacific people benefit from strengthened resilience to climate change
- **Regional Goal 2:** Pacific people benefit from healthy and resilient island and ocean ecosystems
- **Regional Goal 3:** Pacific people benefit from improved waste management and pollution control
- **Regional Goal 4:** Pacific people and their environment benefit from commitment to and best practice of environmental governance

These define the core priorities and focus of SPREP in the areas on:

1. Climate change resilience
2. Ecosystem and Biodiversity Protection
3. Effective Waste Management and Pollution Control
4. Environmental Governance

SPREP approaches the environmental challenges faced by the Pacific guided by four simple **Values**. These values guide all aspects of our work.

- We value the **Environment**
- We value our **People**

- We value high quality and targeted **Service Delivery**
- We value **Integrity**

The SPREP Secretariat continues to strengthen and realign its institutional capacities, competencies, and systems to best support its Members by delivering more integrated, responsive, and cost-effective services to Members and partners and by better coordinating regional efforts.

Organisation Goal 1: SPREP has information, knowledge, and communications systems that get the right information to the right people at the right time and influence positive organisational, behavioural and environmental change.

Organisation Goal 2: SPREP has multi-disciplinary processes in programme delivery and in supporting Members to develop national and regional policies and strategies.

Organisation Goal 3: SPREP has a reliable and sustainable funding base to achieve environmental outcomes for the benefit of the Pacific islands region and manages its programmes and operations to stay within its agreed budget.

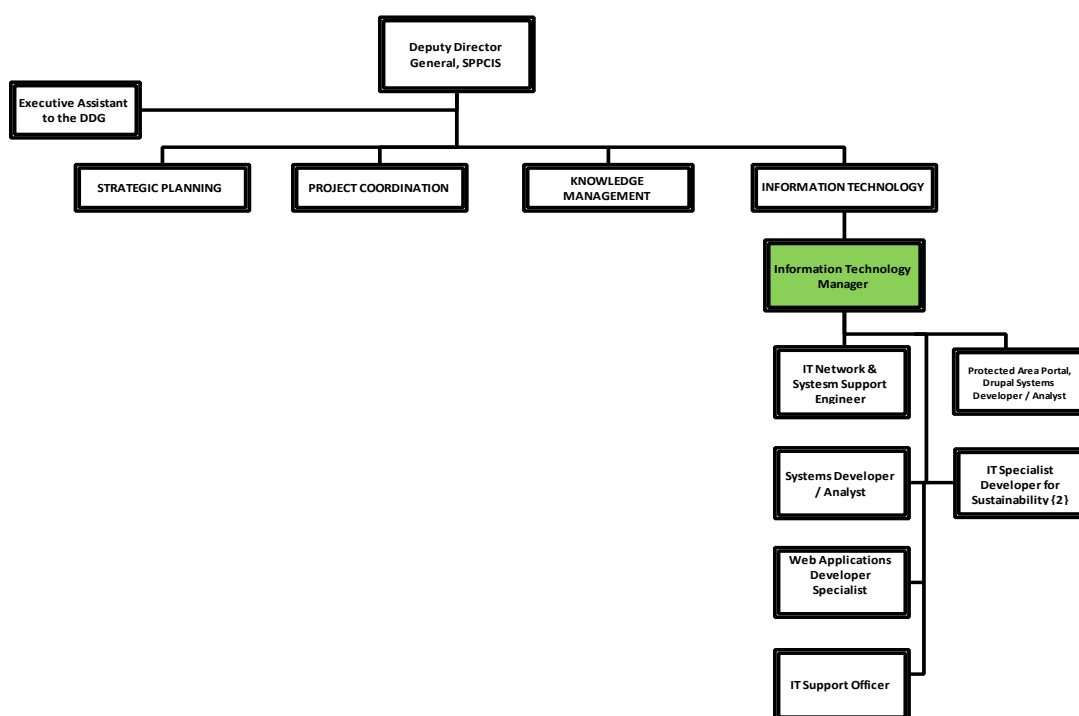
Organisation Goal 4: SPREP is leading and engaged in productive partnerships and collaboration.

Organisation Goal 5: SPREP has access to a pool of people with the attitudes, knowledge, and skills to enable it to deliver on its shared regional vision.

B. JOB DESCRIPTION

Job Title:	Information Technology Manager (ITM)
Department:	Strategic Planning, Project Coordination and Information Services (SPPCIS)
Team:	Information Technology
Responsible To:	Deputy Director General, SPPCIS
Responsible For: (Total number of staff)	7
Job Purpose:	This job exists to: Lead and manage the Information Technology team in providing strategic policy and technical advice and services on all Information and Communication Technologies (ICT)
Date:	July 2018

Organisation Context



Key Result Areas

The position of **Information Technology Manager (ITM)** addresses the following Key Result Areas:

1. Leadership and management
2. Strategic policy and technical advice
3. Development, management and implementation of ICT systems
4. Participation in CROP driven ICT initiatives
5. Capacity building

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
1. Leadership and management <ol style="list-style-type: none"> a. Provide leadership and management to the IT Team and ensure IT services are aligned to the strategic direction of the organisation including: <ul style="list-style-type: none"> • Information systems design, development and implementation; • Communications systems design, development and implementation; • Software, hardware, database & file security. b. Lead and guide the IT team in the development, implementation and monitoring and evaluation of individual and team work plans and that performance and development issues are addressed and completed on a timely basis; c. Manage technical resources within budget and project schedules d. Identify and manage technical risks associated with delivering ICT services 	<ul style="list-style-type: none"> • The IT Unit provides reliable services aligned with the strategic direction and needs of the organisation within available resources • Key existing Business and communication Systems are well supported and reliable • New information and communication systems are successfully developed • Key organisational databases are maintained, supported and made available • New organisational databases are developed • Key software/hardware are procured, well supported, maintained and reliable • Security is provided for organisational data materials and intellectual property • Risks to IT systems (software and hardware) and resources are mitigated and removed • The IT team is a high performing team that delivers its services and functions efficiently and effectively
2. Strategic policy and technical advice <ol style="list-style-type: none"> a. Provide strategic policy and technical advice to the Senior Management Team on all IT matters as well as important regional and global emerging issues in IT and their potential implications for the Secretariat and its work; b. Lead the development, implementation and review of the IT strategy and related policies for IT services c. Identify strategic opportunities to enhance and strengthen knowledge and information management in the secretariat 	<ul style="list-style-type: none"> • Senior Management Team is consistently advised on IT related issues, nationally, regionally and globally highlighting potential impact, and risks to the work of SPREP • A fully developed IT strategy and policies are available • Policies are enforced and strategies are being used as a guide to developments • IT systems are an enabler for information and knowledge sharing • Knowledge and information management initiatives through the Knowledge Management

<ul style="list-style-type: none"> d. Provide advice and support to the Knowledge Management working group in the development and implementation of Knowledge and Information management initiatives e. Provide advice and assistance to SPREP staff on all IT-related needs 	<p>Working Group are supported</p> <ul style="list-style-type: none"> ● Assistance and advice on IT issues is provided whenever requested by SPREP staff or member countries through SPREP supported projects
<p>3. Development, management and implementation of IT systems</p> <ul style="list-style-type: none"> a. Develop, implement and continuously review and update an IT plan for the organisation including resourcing issues b. Lead and participate in the development and enhancement of SPREP integrated data and information management initiatives c. Lead and participate in the strategic development and technical management of SPREP IT infrastructure, systems and services d. Ensure IT systems and new developments incorporate Information and Knowledge Management elements e. Ensure the best available IT service providers are used by SPREP and that a consistently high level of service is maintained throughout any contracts that may be managed through SPREP. 	<ul style="list-style-type: none"> ● An IT work plan for the Team has been fully developed based on SPREP needs in line with the SPREP Strategic Plan and Performance Implementation Plan ● The IT work plan is regularly up dated ● SPREP has all the requirements in place for an integrated data and information management system based on the funding availability and the technology available ● SPREP's IT infrastructure and IT services are able to meet IT needs of the organisation. ● IT systems incorporate information and knowledge management elements ● IT Service providers contracted by SPREP are properly monitored so that they provide the highest level of service and support to SPREP
<p>4. Participation in CROP driven ICT initiatives</p> <ul style="list-style-type: none"> a. Participate and contribute to CROP driven ICT initiatives and capacity building activities in member countries 	<ul style="list-style-type: none"> ● Active participation and contribution to CROP driven ICT initiatives and capacity building activities in member countries ● Promote and support Green ICT and Ewaste initiatives
<p>5. Capacity building</p> <ul style="list-style-type: none"> a. Prepare and coordinate IT training programmes for SPREP staff b. Organise and deliver IT capacity building training to members in support of SPREP strategic initiatives 	<ul style="list-style-type: none"> ● IT training materials are prepared and training coordination is provided ● IT training is delivered for staff ● Capacity building activities provided to members based on funding availability

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the Jobholder and Director/Supervisor as part of the Performance Development System.

This section may be copied directly into the Performance Development Plan.

Work Complexity

Most challenging duties typically undertaken:

- Keep abreast with constantly changing technologies, funding implications and the need for updated training e.g almost every year a new version of software becomes available and the need to upgrade has to be evaluated in addition to the impacts the change will have on the services
- Provide essential IT services on a consistent basis with minimum available resources and doing it from a small island state e.g when something breaks down, a part has to be ordered from overseas which takes time

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none"> • CROP ICT members and staff • Member countries • National, regional and international organisations 	<ul style="list-style-type: none"> • Assistance / support / training programmes • Communications / negotiations / business transactions / sharing systems
Internal <ul style="list-style-type: none"> • Executive Management • Programme staff • Departmental staff 	<ul style="list-style-type: none"> • Reporting / communications / participation • Advice / support / assistance • Enquiries / staff issues

Level of Delegation

The position holder:

- manages an operational budget and has oversight of the Team's budget
- can authorise costs in Team's budget
- can carry out relevant negotiations on behalf of SPREP
- can seek funding opportunities for relevant activities

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of

knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential
1) Minimum qualifications of a Master degree in Information & Communications Technology (ICT), Computer Science or another relevant field OR relevant Bachelor degree in lieu, with applied relevant work experience in excess of the minimum required relevant work experience (Relevant IT professional certifications from Microsoft would be an advantage)

Knowledge / Experience

Essential
2) At least 10 years work experience in the Information Technology or related field, with at least 7 of those years at the senior management/advisory level within an international or regional organisation, preferably within the Pacific islands region
3) Extensive leadership and management experience including leading and nurturing teams of diverse technical backgrounds and expertise in multicultural and multi-disciplinary environments with appreciation of environmental ethics and values in their work
4) Strong strategic advisory and business analytical skills as well as problem solving and initiative to think outside the box in a demanding and evolving environment
5) Extensive knowledge and experience of accepted and emerging ICT concepts, principles and practices, and application of appropriate IT systems for the Secretariat including: <ul style="list-style-type: none"> a) Developing client server/distributed applications, familiar with software development lifecycle and using software development tools such as IDE's, code repositories, version control and project management b) Database analysis, scoping, data and process mapping including practical experience in various Data Base Management Systems especially MS SQL Server 2008 or later, Opensource SQL databases c) Internet and associated technologies, such as websites, web services and portals (Drupal, SharePoint). d) Financial applications (experience in TechnologyOne FMIS will be an advantage) and HRIS/payroll applications (Payglobal) e) Administering Microsoft Products, open source operating systems and configurations such as Linux, Redhat, Ubuntu etc.
6) Excellent experience at strategic and high level communication, negotiation and reporting across diverse audiences, as well as extensive experience in capacity building and maintaining effective relationships particularly in the Pacific setting

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| 7) Demonstrated experience in computing and/or network management (especially with Microsoft server and back-office technology, network management and design, internet connectivity and application) |
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Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Prioritisation • Tact and diplomacy • Team building and management • Technical experience in ICT field; • Team work with a high level of interpersonal skills and minimal supervision; • Professional ethics; • Work effectively in a cross cultural environment and awareness of the need for gender sensitivity; • Work well across programmes
Advanced level	<ul style="list-style-type: none"> • Flexible approach
Working Knowledge	<ul style="list-style-type: none"> • Environmental issues in the Pacific islands region
Awareness	<ul style="list-style-type: none"> • SPREP Strategic Plan • SPREP Performance Implementation Plan

Change to job description

From time to time it may be necessary to consider changes in the Job Description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Key Behaviours

All staff are expected to uphold SPREP's Organisational Values and Code of Conduct which are Key Behaviours forming part of the Performance Development:

- Environmental Leadership
- Service Delivery
- Valuing our People
- Integrity

All managers and supervisors are expected to uphold SPREP's established Leadership and Management Behaviours forming part of the Performance Development Plan.

Change to job description

From time to time it may be necessary to consider changes in the Job Description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

C. REMUNERATION PACKAGE – TERMS & CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of 3 years initially with possible renewal up to a maximum of 6 years subject to performance during the initial term, continuity of related programme activities and availability of funds.

Salary: Salary is denominated in International Monetary Fund Special Drawing Rights (SDRs). Remuneration for this post falls within Band 12 of SPREP's salary scale. Starting salary will be in the range of SDR40,801 to SDR45,901. Currently, the equivalent in Samoan Tala is SAT\$155,710 (USD\$58,758) to SAT\$175,172 (USD\$66,103) per annum. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required. Progress in the salary scale will be based on annual performance reviews.

Cost of living differential allowance (COLDA): A Cost-of-Living Differential Allowance within the range of SDR5,147 to SDR5,577 will be paid to the successful candidate. The current equivalent in Samoan Tala is SAT\$19,642 (USD\$7,412) to SAT\$21,283 (USD\$8,031). Cost-of-living differential allowance reflects the comparative cost of living difference between Suva and Apia. This allowance is reviewed periodically based on data determined by an independent reviewer.

Adjustments: Salaries and allowances for internationally recruited staff are paid in Samoan Tala and adjusted every month based on the monthly average in the value of the SDR relative to the Samoan Tala (SAT) at the time the salary payment is processed. SDR movement however is limited to within 5% above or below a reference point set annually. Remuneration is paid monthly in SAT equivalent. The international currency exchange rate at the time of writing is approximately USD1.00 = SAT\$2.65

Term: For staff recruited from outside Samoa, the term begins from the day the appointee leaves his or her home to take up the appointment. Appointment is subject to a satisfactory medical examination, as well as a 6-month probationary period.

An appointment is terminated by (i) completion of term of contract (ii) one month's notice by either party (iii) without notice by either party paying one month salary in lieu of notice or (iv) dismissed with or without notice as a disciplinary measure.

Performance Reviews: Annual performance assessments and performance rewards will be based on the Secretariat's Performance Development System.

FOR STAFF RECRUITED FROM OUTSIDE SAMOA, THE FOLLOWING APPLIES:

Relocation Expenses: SPREP will meet certain appointment and termination expenses for staff recruited from outside Samoa, including transport and accommodation en-route for the appointee and accompanying dependant(s) between point of recruitment and Apia, and return, by the shortest and most economical route. This includes:

- economy class airfares;
- reasonable cost of packing, insuring, shipping and transporting furniture, household and personal effects on a 20ft container; and,
- up to 20 kilos of excess baggage each for the appointee and family.

Establishment Grant: A lump sum of SDR1,100 is payable upon taking up appointment and arrival in Apia. This is currently equivalent to SAT\$4,198 (USD\$1,584).

Temporary Accommodation and Assistance: On arrival in Apia, the appointee and dependent(s) are entitled to temporary accommodation at a suitable hotel or other fully furnished accommodation for up to 6 working days. The appointee will be assisted to settle into Apia. This will include help in finding suitable rental accommodation.

Home Leave Travel: Return economy class airfares between Apia and the recognised home for the staff member and dependants after completing 18 months of service for 3-year contracts providing no travel is undertaken within the final 12 months of the contract.

Privileges and Immunities: SPREP remuneration is tax-free for non-citizens or non-residents of Samoa, including duty-free importation of household and personal effects which have been owned and used by them for no less than six months, within 6 months of taking up appointment.

Repatriation allowance: The appointee is entitled to a repatriation allowance equivalent to two week's salary, upon successful completion of contract, provided the contract is not extended or renewed.

FOR ALL INTERNATIONALLY RECRUITED STAFF, THE FOLLOWING APPLIES:

Education Allowance: Education expenses maybe reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs, as stipulated under SPREP's Education Allowance policy. Currently the allowance is up to a maximum of Samoan Tala \$15,600 (USD\$5,887) per annum per dependent child, with an overall maximum of Samoan Tala \$46,800 (USD\$17,660) per annum per family of 3 or more eligible children.

School Holiday Travel: One return economy class flight each year between the place of education (taken to be recognised home) and Apia by (i) each dependent child being educated outside Samoa or (ii) the staff member or spouse to visit the child, providing the journey is not made within the final 6 months of the contract.

Housing Assistance: Internationally recruited staff shall receive housing assistance of 75% of the typical rent payable in Samoa for expatriate executive furnished housing. The current rate is SAT\$2,850 (USD\$1,075) per month. This assistance shall be reviewed annually and adjusted on relative movement in the local rental market.

Security Assistance: Security-related expenses maybe reimbursed against actual receipts up to SAT\$2,400 (USD\$906) per annum as stipulated under SPREP's Security Assistance policy.

Annual Leave: 25 working days a year (up to a maximum accumulation of 50 days).

Sick Leave: 30 working days a year (up to a maximum accumulation of 90 days).

Other Leave: Provisions also exist for maternity, compassionate, paternity, examination and special leave (without pay).

Duty Travel: SPREP meets travelling expenses at prescribed rates necessarily incurred by staff

required to travel away from Apia on official business.

Life and Accidental Death and Disability Insurance: All employees are covered by SPREP's 24 hour Life and Accidental Death and Disability Insurance Policy.

Medical Benefits: All employees and their dependants are entitled to have all reasonable medical, dental and optical expenses met, under the terms and conditions of the SPREP in-house Medical Treatment Scheme.

Superannuation: An expatriate internationally recruited staff member will receive a superannuation allowance of 7% of basic salary. For nationals of Samoa, SPREP will pay 7% of basic salary to the Samoa National Provident Fund.

Learning and Development

Learning and development opportunities will be based on the approved SPREP Performance Development System and individual Performance Development Plans.

Definitions:

'Dependant' means the spouse and financially dependent children of an employee.

'Dependent child' means an employee's unmarried, financially dependent, natural or legally adopted child who is:

- under the age of 16 years; or
- under the age of 19 years if undertaking full-time study at a secondary school; or
- under the age of 25 years if enrolled and undertaking full-time study at a university or other tertiary institution; or
- mentally or physically incapacitated.

'Expatriate' means an internationally recruited staff member, who is not a citizen or permanent resident of Samoa, and who resides in Samoa only by virtue of employment with SPREP.

Equal Opportunities: SPREP is an Equal Opportunity Employer. Men and women are equally eligible for all posts in SPREP.

General: Appointment will be under the terms and conditions of SPREP's Staff Regulations, a copy of which will be made available to the successful applicant.

4. ADMINISTRATIVE INFORMATION

ESSENTIAL: Applications should include:

1. Completed Application Form – can be downloaded from the Employment Section of our website (*you are required to complete in full all areas requested in the Form rather than referring us to your CV*)
2. A detailed Curriculum Vitae.

Applications that do not complete the SPREP Application Form and submit all the requirements stated above will not be considered.

Submitting applications:

- a) **BY EMAIL (MOST PREFERRED OPTION):** Subject matter to be clearly marked “Application for Information Technology Manager (ITM)” and send to recruitment@sprep.org OR
- b) **BY POST OR FAX:** Application to be addressed and sent to: The Director General, SPREP, P.O. Box 240, Apia or fax number (685)20231 and clearly marked “Application for Information Technology Manager (ITM)”

More Information on SPREP and its work in the region can be found on the SPREP website www.sprep.org

For further enquiries, contact Marion Tuipulotu-Chan Chui on telephone (685) 21929 ext 328 or Email: marionc@sprep.org.

Closing date: **Friday, 3rd August 2018 (Samoan Time)**: Late applications will not be considered.

SPREP is an Equal Opportunity Employer
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