APPLICANT INFORMATION PACKAGE
INFORMATION TECHNOLOGY NETWORK & SYSTEMS
SUPPORT ENGINEER

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 over 100 staff. There are SPREP offices in Fiji, Vanuatu and the Republic of the Marshall Islands as well as a SPREP Officer stationed in the Solomon Islands. SPREP has an annual budget of USD $33 million in 2019.

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 of:
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 Network & Systems Support Engineer (ITNSSE)
Department:	Strategic Planning, Project Coordination and Information Services (SPPCIS)
Team:	Information Technology (IT)
Responsible To:	Information Technology Manager (ITM)
Responsible For: (Total number of staff)	N/A
Job Purpose:	**This job exists to:** ▪ Develop, administer and manage the SPREP local and wide area network (LAN/WAN); ▪ Provide technical assistance and support for Information and Communications Technology (ICT) systems portfolio ▪ Develop, install and maintain SPREP portfolio of Regional ICT tools and applications
Date:	December 2019

Organisation Context
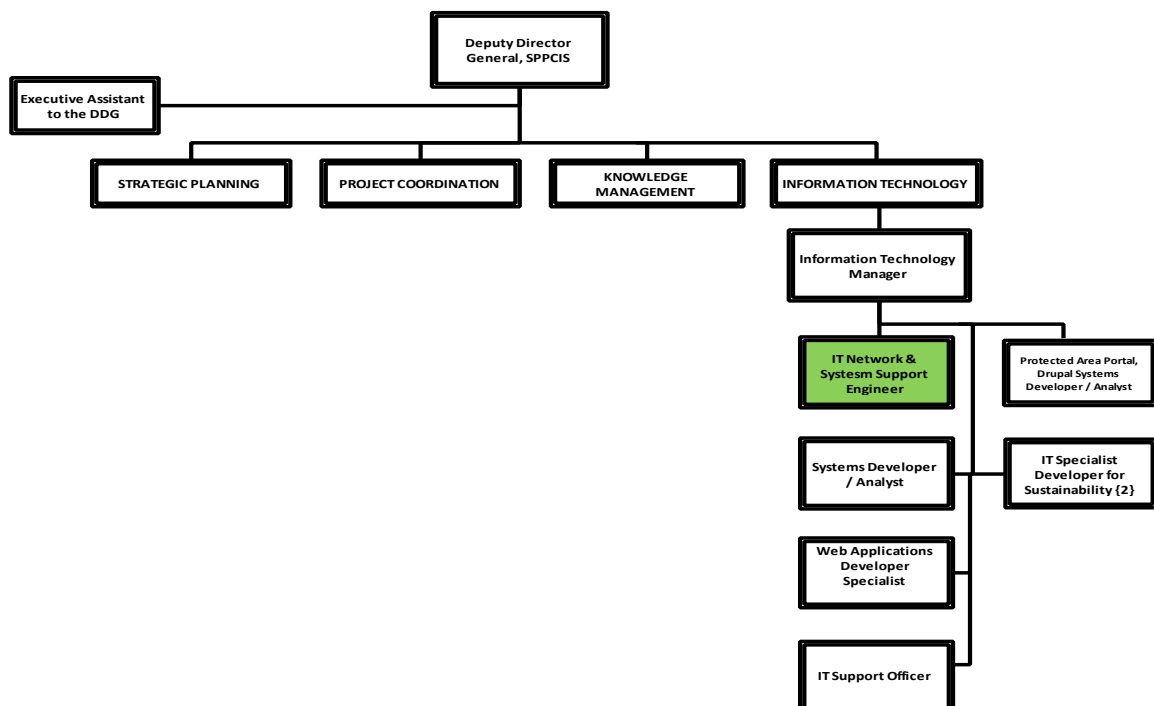
Key Result Areas

The position of **IT Network & Systems Support Engineer (ITNSSE)** addresses the following Key Result Areas:
1. Development and administration of the Local and Wide Area Network
2. Support and administration of IT and communication systems
3. Technical advice, support and assistance
4. Capacity Building
5. Management of IT Inventory and assistance on all IT-related functions

*The requirements in the above Key Result Area***s are broadly identified below.**

Jobholder is accountable for	Jobholder is successful when
1. **Development and administration of the Local and Wide Area Network** a) Develop and administer the SPREP local and wide area network (LAN/WAN) infrastructure b) Review and deploy appropriate solutions to maintain the security, integrity and efficiency of the SPREP corporate network, WAN and data communication systems c) Assess ICT risks, develop document and test systems implemented to minimise ICT risks	• LAN/WAN infrastructure is well supported, maintained and reliable and uses proven technology • SPREP LAN/WAN is secured and performing at optimal levels • data integrity and security on the LAN/WAN is maintained • A fully developed Disaster Recovery Plan is available and is regularly tested
2. **Support and administration of IT and communication systems** a) Administer and provide support and maintenance for front-end and back-end servers b) Administer and provide support for equipment required for teleconferences and routine maintenance of PABX and communication systems c) Administer and maintain routine System Backups d) Provide high-level technical support to the secretariat helpdesk and regional helpdesks approved by IT Manager e) Provide technical reviews and evaluation of corporate network, server technologies and applications and make recommendations on viable solutions to benefit SPREP f) 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. g) Ensure "state of the art" IT is applied at SPREP	• Organisation servers are well supported, maintained and backed up • Existing and new organisational Communication systems are well supported, maintained and using appropriate technologies • Video and voice tele-conferencing communications as well as Telephone communications PABX system are effectively operating and regularly checked and updated • Organisational backups are routinely done and SPREP is able to successfully recover from any major disaster • Actively participate with constructive input on ICT matters in Working Groups, forums and Helpdesks • Recommendations are regularly provided to IT Manager on upgrades to network and server infrastructure and applications • IT Service providers contracted by SPREP provide the highest level of service and support to SPREP

3. **Technical Advice, Support and Assistance** a) Provide technical advice, support and assistance on all ICT matters	• Efficient advice, support and assistance is provided on all ICT matters

4. **Capacity Building**
    a) Prepare and deliver Information Technology training courses in computer networks, Microsoft and other Desktop Applications
    b) Prepare and deliver Information Technology training to member country participants based on approved projects in IT portfolio and fund availability
    c) Provide high quality End user support services to SPREP Staff and authorised network users
	• Trainings are prepared and delivered for SPREP staff or participants from member countries as approved
	• End user support is provided for SPREP staff or authorised network users and stakeholders

5. **Management of IT Inventory and assistance on all IT-related functions**
    a) Manage IT Inventory and administer procurement & disposal of IT Equipment
    b) Deploy appropriate IT systems and services for SPREP arranged conferences, meetings, workshops and seminars
    c) Provide monthly staff internet and phone usage reports
    d) Provide technical support and assistance in support of SPREP projects in IT portfolio where relevant
    e) Provide support in other areas of IT service
	• IT inventory is maintained and updated and procurement and disposal of equipment is well organised and managed
	• IT requirements for conferences and workshops are promptly met and supported
	• Cost recovery services for project work are in place in agreement with Finance Team
	• Staff internet and phone services are effectively monitored and reported on

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 manager as part of the Performance Development System.

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

Work Complexity

Most challenging duties typically undertaken:
• Maintain and support the network infrastructure to support all forms of data communication, considering a wide range of technologies involved and the need to be reasonably competent in all these technologies. • Ensuring high level of security for the networks and monitoring current trends and emergence of cyber-criminal activities

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical

External	
• Member countries • National, regional and international organisations	• Assistance / support / training programmes • Communications / negotiations / business transactions / sharing systems
Internal • Executive • Senior Management Team • All Staff	• Service / Reporting / communications • Advice / support / assistance • Enquiries / staff issues

Level of Delegation

The position holder:
• Can sign off on the IT budget in line with financial delegation for Advisers • can seek funding opportunities for work programme 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 Technology, Computer Science or relevant field OR a 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 relevant work experience in network design, implementation and support, server systems, design and administration with at least 7 of those at the senior advisory level, preferably within the Pacific islands region

3.	Excellent practical experience in VMware Virtualisation, Microsoft Office Cloud and Server Technology, VOIP technologies, Enterprise Linux, SAN Technologies, TCP/IP Networking, scripting in powershell or other scripting languages, Backup and Disaster Recovery and other IT systems
4.	Strong strategic advisory, reporting and analytical skills with a demonstrated ability to motivate teams and establish and implement workplan objectives
5.	Excellent knowledge of accepted and emerging information technology issues and challenges in the Pacific islands with excellent understanding and appreciation of environmental ethics, values and priorities
6.	Excellent experience in capacity building including designing and conducting training programmes on IT systems within a multi-disciplinary and multi-cultural team environment
7.	Excellent written and verbal communication skills including high level of presentation and inter-personal skills and maintaining effective relationships with a diverse group of people

Key Skills / Attributes / Job Specific Competencies

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

Expert level	- Enterprise Network Technologies (Cisco, Huawei, Ubiquiti) - Enterprise Server Hardware (HP) - Enterprise Operating Systems (Microsoft Server and CentOS Linux) - Virtualized Computing (Cloud, On premises, Desktop) - Managing Microsoft Office 365 - Microsoft Technologies (Exchange, Active Directory) - WatchGuard Firewall - Voice over IP (VOIP) PABX Systems - Reporting Skills - Excellent communications (written and verbal) - Fluency in English - Ability to set priorities - Team Building - Commitment to continuous improvement - Interpersonal skills and cultural sensitivity - Work well across programmes
Advanced level	- Scripting Technologies (PowerShell, PHP) - Storage Area Networks (Fiber Channel and iSCSI) - Flexible approach
Working Knowledge	- HTML, JavaScript - Content Management Systems (Drupal)

	• Environmental issues in the Pacific islands region
Awareness	• SPREP Strategic Plan • SPREP Work Programmes

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 11 of SPREP's salary scale. Starting salary will be SDR35,440 per annum. This is currently equivalent to Samoan Tala $135,250 (USD$52,019) per annum. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required.

Cost of living differential allowance (COLDA): A Cost-of-Living Differential Allowance of SDR4,695 will be paid to the successful candidate. The current equivalent in Samoan Tala is SAT$17,917 (USD$6,891) per annum. 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$2.60

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$1,615).

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.

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$6,000) per annum per dependent child, with an overall maximum of Samoan Tala $46,800 (USD$18,000) 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.

Family 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.

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$1,096) 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$923) 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: For nationals of Samoa, the employee and SPREP will pay the minimum legal requirement of basic salary to the Samoa National Provident Fund. For expatriate staff, the employee and SPREP will pay the minimum legal requirement of basic salary either to the Samoa National Provident Fund or to another nominated Superannuation 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, particularly the Statements to demonstrate you meet the criteria – DO NOT refer us to your CV. Failure to do this will mean your application will not be considered);*
2. *A detailed Curriculum Vitae.*

Applications that do not complete the correct 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 Network & Systems Support Engineer**" 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 Network & Systems Support Engineer**"*

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

For further enquiries, contact Mr. Sepasitiano Paulo on telephone (685) 21929 ext 285 or Email: sepasitianop@sprep.org

Closing date: Friday, 31st January 2020: Late applications will not be considered.

SPREP is an Equal Opportunity Employer