

APPLICANT INFORMATION PACKAGE

Information Technology Support Officer (ITSO)

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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.

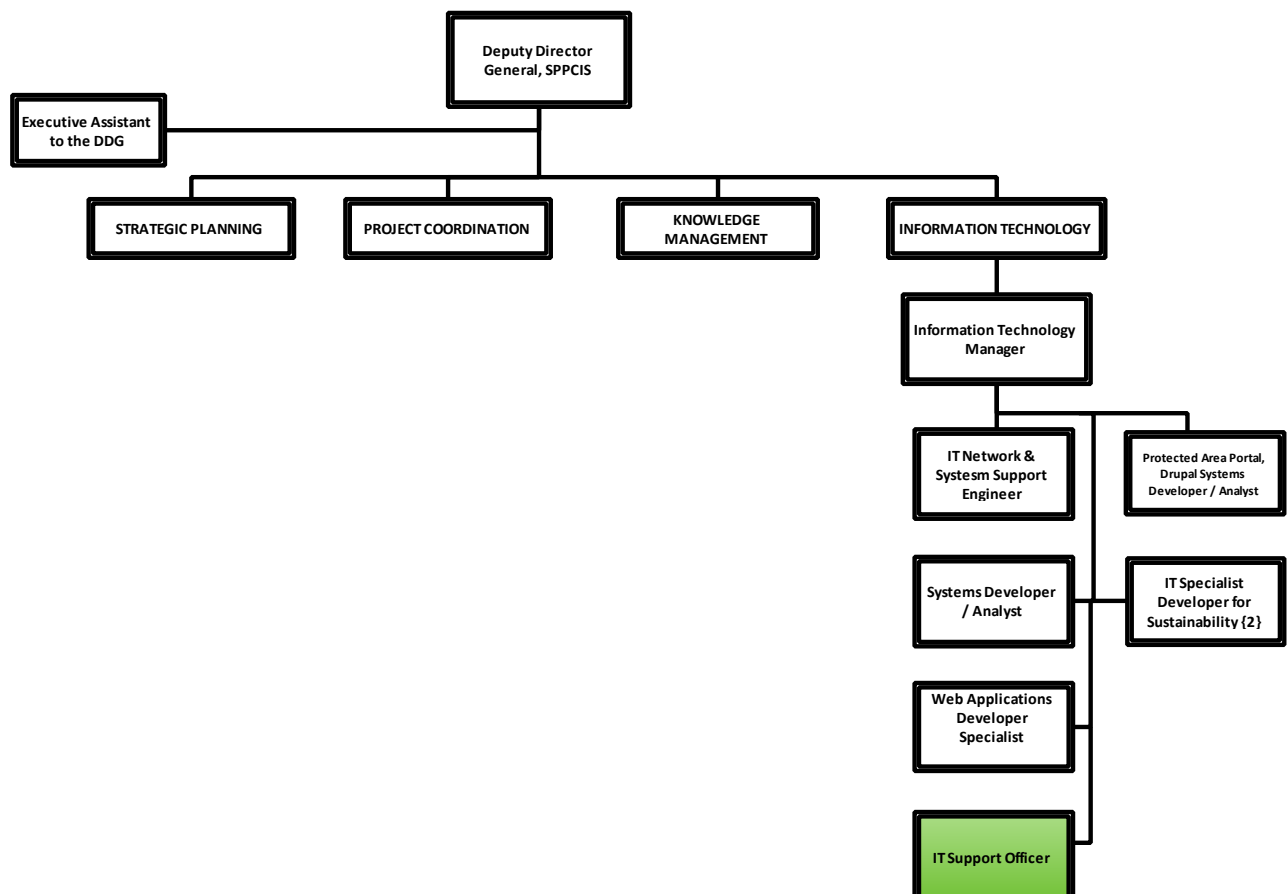
Organisation Goal 4: SPREP is leading and engaged in productive partnerships and collaboration.

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 Support Officer (ITSO)
Programme:	Strategic Planning, Project Coordination and Information Services (SPPCIS)
Team:	Information Technology (IT)
Responsible To:	IT Manager
Responsible For: (Total number of staff)	N/A
Job Purpose:	<p>This position exists to:</p> <ul style="list-style-type: none"> • Provide support and assistance to the IT Team on SPREP-wide applications and databases, IT infrastructure, services, processes and other technical end user support
Date:	October 2018

Organisation Context



Key Result Areas

The **IT Support Officer (ITSO)** addresses the following Key Result Areas:

1. Information Technology (IT) and communication systems support and administration
2. IT Inventory and Service Contracts support
3. Technical advice, support and assistance

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

Jobholder is accountable for	Jobholder is successful when
1. IT and communication systems support and administration <ol style="list-style-type: none"> a) Provide support to the technical administration of IT Infrastructure b) Provide support to the administration of Information Management back-end tools such as Financial Management Information System (FMIS) and Human Resources Information System (HRIS), Corporate Database Management modules and Website; c) Support website and database applications development, and information management initiatives. d) Assist in updating the IT Disaster Recovery Plan and its periodic testing; e) Assist in implementing and updating backup policies and disaster recovery. 	<ul style="list-style-type: none"> • IT infrastructure is maintained and reliable and suspected security breaches logged and reported to IT Manager • Data integrity and security on the LAN/WAN is maintained • Organisation servers are well supported, maintained and backed up • Organisational backups are routinely carried out and SPREP is able to successfully recover from any major disaster • Minimal disruptions to corporate wide applications, websites and hosted information systems' • Support is provided in the development and maintenance of websites and database applications • The Disaster Recovery Plan is complete, updated and is tested at least once annually
2. IT Inventory and Service Contracts support <ol style="list-style-type: none"> a) Carry out procurement of all IT equipment for SPREP including selection and review of suppliers, IT equipment in line with SPREP IT general standards and environment, as well as advise on desktop/user technology; b) Assist with computer recycling and safe disposal of e-waste c) Maintain IT inventory of hardware and software including licensing requirement, support and Service Level agreements; d) Liaise with suppliers and external support companies 	<ul style="list-style-type: none"> • IT inventories are maintained and updated • Procurement procedures are followed and ensure best value for money at all times • Disposal of e-waste is well organised and managed • User accounts and permissions are created and maintained • Successful administering of the ServiceDesk, prioritising and managing support requests
3. Technical advice, support and assistance	

<ul style="list-style-type: none"> a) Provide IT support (monitor and manage helpdesk) and advice to SPREP Secretariat and member countries as required; b) Provide IT training as and when required; c) Participate in meetings, workshops locally and overseas as required; d) Liaise with other regional organisations as required in IT related issues and discussions; e) Ensure “state of the art” IT is applied at SPREP, within the existing SPREP budget f) Provide support and assistance to the IT team on all other IT tasks and activities 	<ul style="list-style-type: none"> • Assistance and advice provided on ICT matters in Working Groups, forums and Helpdesks • Timely advice and support is provided to staff • Recommendations are regularly provided to IT Manager on upgrades to network and server infrastructure and applications • Successful preparation and delivery of trainings to SPREP staff and participants from member countries as approved • Prompt and quality end user support is provided for SPREP staff or authorised network users and stakeholders • IT requirements for conferences and workshops are promptly met and supported
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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:
<ul style="list-style-type: none"> • Maintenance and support of 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. • Maintenance of network security given 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 <ul style="list-style-type: none"> • Member countries • National, regional and international organisations 	<ul style="list-style-type: none"> • Email and/or phone liaison/ Assistance/ Support/ training • Providing and receiving information/answer queries/explain/assistance/respond to correspondence

Internal

- Executive Management
- All staff and projects
- Advice and responding to queries and requests
- Email updates/ advice /support
- Reporting/team work

Level of Delegation

The position holder:

- Has no delegation of authority

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. A Bachelor degree in Computer Science, Information Technology / Data Management / or related field (Relevant IT professional certifications from Microsoft would be an advantage).

Knowledge / Experience**Essential**

2. At least 3 years experience in IT work including applications development and information systems administration/management (New graduates with no prior experience are welcomed to apply)
3. Demonstrated knowledge and experience in the following technical areas:
 - a) Programming in a client server environment and in object-oriented programming (preferably PHP, Java, C#, Microsoft.Net technologies)
 - b) Microsoft Server technologies
 - c) Backup and Disaster Recovery (backup and recovery technologies)
 - d) Working knowledge and Experience in the following
 - a. scripting languages
 - b. database analysis, design and implementation
 - c. MS SQL Server 2008 or later, MySQL database

<p>d. Internet and associated technologies, such as websites and portals (Drupal, SharePoint).</p> <p>e. Administration of Microsoft Products, open source operating systems and configurations such as Linux, Redhat, Apache, etc.</p>
<p>4. Demonstrates initiative and ability to think outside the box in dealing with multiple tasks, demanding deadlines and with little supervision as well as positive approach to continuous learning and development</p>
<p>5. Strong analytical skills with demonstrated knowledge of accepted and emerging information technology issues and challenges in the Pacific islands</p>
<p>6. Good understanding and appreciation of team work and performance culture with optimistic attitude to diverse opportunities and challenges within a multi-disciplinary and multi-cultural team environment</p>
<p>7. Excellent written and verbal communication skills including high level of presentation and interpersonal skills and maintaining effective relationships with a diverse group of people</p>

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

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 three years and may be renewable for a further term(s) based on the needs of SPREP at the time, its funding situation and proven merit and work performance

Salary: Remuneration is at Band 8 of SPREP's salary scale for locally recruited staff. Starting salary will be SAT\$45,374 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.

Term: Appointment is subject to a satisfactory medical examination and clean police report, as well as a 6 months 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.

Education Allowance: Education expenses may be reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs. Currently the annual allowance is up to a maximum of Samoan Tala \$1,000.

Annual Leave: 15 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 dependents 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: SPREP will pay 7% of basic salary to the Samoa National Provident Fund.

Overtime: Locally recruited staff at Band 8 and below may claim overtime or time off in lieu of overtime for the hours they are required to work in excess of their normal working hours. A meal allowance and transport assistance are also available subject to terms and conditions set out by the Staff Regulations.

Gratuity Payment: The appointee is entitled to a gratuity payment equivalent to two week's salary, upon successful completion of 2 consecutive 3-year contracts, provided the contract is not extended or renewed.

Learning and Development

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

Transport: Transport from and to central Apia before and after work is provided.

Definitions:

'Dependent' 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.

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 IT Support Officer**” 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 IT Support Officer**”

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

For further enquiries, contact Ms Jolynn Managreve-Fepuleai on telephone (685) 21929 ext 325 or
Email: jolynnf@sprep.org

Closing date: Friday, 30th November 2018: Late applications will not be considered.

SPREP is an Equal Opportunity Employer
