



# SPREP

Secretariat of the Pacific Regional  
Environment Programme

APPLICANT INFORMATION PACKAGE  
**Information Technology Support Officer Pacific Climate  
Change Centre (ITSO-PCCC)**

*(For Samoan nationals and Permanent Residents ONLY)*

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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 over 130 staff. There are SPREP offices in Fiji, the Republic of the Marshall Islands and Vanuatu.

SPREP has an annual budget of approximately USD35 million in 2022.

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	▪ Northern Marianas
▪ Cook Islands	▪ Palau
▪ Federate States of Micronesia,	▪ Papua New Guinea
▪ Fiji	▪ Samoa
▪ French Polynesia	▪ Solomon Islands
▪ Guam	▪ Tokelau
▪ Kiribati	▪ Tonga
▪ Marshall Islands	▪ Tuvalu
▪ Nauru	▪ Vanuatu
▪ New Caledonia	▪ Wallis and Futuna
▪ Niue	

and 5 'metropolitan' member countries with direct interests in the region:

- Australia,
- France,
- New Zealand,

- United Kingdom and
- the United States of America.

### ***SPREP Goals and Objectives***

The 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.

SPREP's Pacific and metropolitan members agreed that SPREP's Strategic plan should span 10 years to address critical environmental and related social and governance strategic priorities, which are reflected in the strategy's regional and organisational goals and objectives, as well as in SPREP's core 'Values'.

### ***Regional Goals***

- **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.

### ***Organisational Goals***

- **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.

### ***SPREP's Values***

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**

## **ABOUT THE PACIFIC CLIMATE CHANGE CENTRE**

The Pacific Climate Change Centre (PCCC) is a globally respected Centre of Excellence providing practical information, support and training to address the adaptation and mitigation priorities of Pacific communities. It is underpinned by strong partnerships with Pacific Governments, applied research institutions, donors, civil society and the private sector. The PCCC is delivering four mutually reinforcing functions:

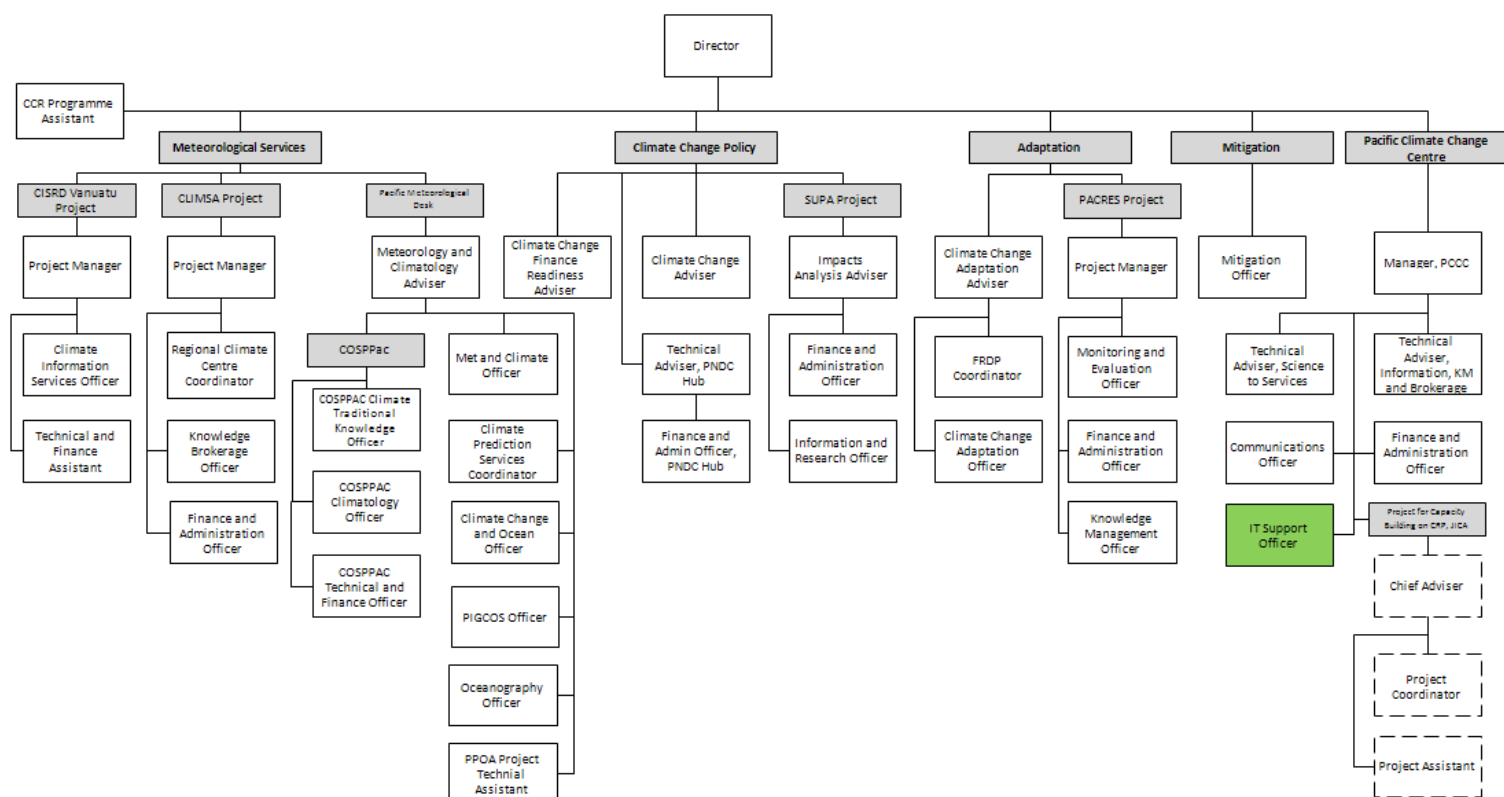
- **Knowledge brokerage:** Building relationships between the producers and users of climate change knowledge so that Pacific Governments and other decision-makers receive timely, robust information in user-friendly formats.
- **Applied research:** The PCCC will host research projects that are designed to address specific research objectives and priorities identified in the region and which lead to practical outcomes for the Pacific.
- **Capacity building through training and learning:** The PCCC will be a one-stop-shop for the improved coordination of climate change training and will help the region to more effectively learn from climate change adaptation and mitigation efforts to date.
- **Innovation:** The PCCC will support the development of innovative products and services which can increase resilience in the Pacific.

The PCCC is a shared regional asset belonging to the people of the Pacific with the support of development partners committed to the resilient development of Pacific Island countries and territories. It is hosted and supported by SPREP at its campus in Samoa.

## B. JOB DESCRIPTION

<b>Job Title:</b>	Information Technology Support Officer – Pacific Climate Change Centre (ITSO-PCCC)
<b>Programme:</b>	Climate Change Resilience
<b>Team:</b>	Pacific Climate Change Centre
<b>Responsible to:</b>	Manager, PCCC
<b>Responsible For: (Total number of staff)</b>	N/A
<b>Job Purpose:</b>	<p><b>This position exists to:</b></p> <ul style="list-style-type: none"> <li>Provide support and assistance to the Pacific Climate Change Centre applications and databases, IT End user tools and devices, conference equipment, services, processes and other technical end user support</li> </ul>
<b>Date:</b>	July 2022

### Organisation Context



## Key Result Areas

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

1. Information Technology (IT) and communication systems support
2. Set up of IT systems for meetings
3. Technical IT advice, support, and assistance
4. Pacific Climate Change Portal system support
5. Pacific Climate Change Centre e-learning platform management

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

Jobholder is accountable for	Jobholder is successful when
<b>1. Information Technology (IT) and communication systems support</b> <ol style="list-style-type: none"> <li>a) Provide timely Information and Technology (IT) support and advice to the PCCC.</li> <li>b) Provide support to the technology services/technical administration of the Pacific Climate Change Centre (PCCC) as required</li> <li>c) Provide IT support and logistics for events, meetings and webinars hosted at the PCCC.</li> <li>d) Liaise with partner organisations as needed in IT related issues and discussions.</li> <li>e) Provide IT training as required.</li> <li>f) Provide support to the on the Information Management back-end tools such as the PCCC e-learning platform modules and Website;</li> <li>g) Support website and database applications development, and information management initiatives.</li> </ol>	<ul style="list-style-type: none"> <li>• PCCC IT is supported, and staff are enabled with innovative and reliable solutions.</li> <li>• All events, meetings and webinars are supported with appropriate IT.</li> <li>• PCCC staff are trained and capable in the use of IT assets.</li> <li>• PCCC IT infrastructure is maintained, and reliable and suspected security breaches logged and reported</li> <li>• Pacific Climate Change Portal (PCCP) and the online learning platform are well supported, maintained and backed up</li> </ul>
<b>2. Set up of IT systems for meetings</b> <ol style="list-style-type: none"> <li>a) Provide support to the development of PCCC IT strategy</li> <li>b) Monitor, maintain all PCCC IT end user equipment, audio and visual conference equipment and network connectivity</li> <li>c) Carry out procurement of all IT equipment for PCCC including selection and review of suppliers, IT equipment in line with SPREP IT general standards and procedures, as well as advise on desktop/user technology;</li> </ol>	<ul style="list-style-type: none"> <li>• PCCC IT is stable and working effectively, efficiently and meet a high professional and technical standard.</li> <li>• All IT activities monitored, tracked, evaluated where relevant and delivered in a timely manner.</li> <li>• Six monthly and annual reports completed providing an update on the PCCC IT Strategy, activities delivered, issues arising, solutions proposed and new initiatives for consideration of the PCCC</li> </ul>

<ul style="list-style-type: none"> <li>d) Assist with computer recycling and safe disposal of e-waste</li> <li>e) Maintain IT inventory of hardware and software including licensing requirement, support and Service Level agreements;</li> <li>a) Liaise with suppliers and external support companies</li> </ul>	<ul style="list-style-type: none"> <li>• IT inventories are maintained and updated</li> <li>• User accounts and permissions are created and maintained</li> </ul>
<p><b>3. Technical IT advice, support, and assistance</b></p> <ul style="list-style-type: none"> <li>a) Provide IT support (monitor and manage helpdesk) and advice to PCCC Manager and member countries as required;</li> <li>b) Provide IT training as needed and when required;</li> <li>c) Participate in meetings, workshops locally and overseas as required;</li> <li>d) Liaise with other regional organisations as required in IT related issues and discussions;</li> <li>e) Ensure “state of the art” IT is applied at PCCC, within the existing PCCC budget</li> <li>f) Provide support and assistance to the PCCC team on all other IT tasks and activities</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance and advice provided on IT matters in Working Groups, forums and Helpdesks</li> <li>• Timely advice and support is provided to staff</li> <li>• Recommendations are regularly provided to PCCC team on upgrades to network and server infrastructure and applications</li> <li>• Successful preparation and delivery of trainings to PCCC staff and participants from member countries as approved</li> <li>• Prompt and quality end user support is provided for PCCC staff or authorised network users and stakeholders</li> <li>• IT requirements for conferences and workshops are promptly met and supported</li> </ul>
<p><b>4. Pacific Climate Change Portal system support</b></p> <ul style="list-style-type: none"> <li>a) Provide support for enhanced accessibility for the PCCP</li> <li>b) Provide support for Content Management System upgrade for PCCP and national portals where requested</li> <li>c) Provide support to establishing swifter mechanism within the PCCP for posting new resources, including newsfeed, events calendar, news archive and online tools, in a timely manner and in user-friendly formats</li> <li>d) Provide onsite and online support for fixing errors as well as addressing critical issues of the users when required.</li> <li>e) Provide hands on training to PCCC staff on the use of the PCCP</li> <li>f) Provide recommendations and measures to ensure the PCCP is protected</li> </ul>	<ul style="list-style-type: none"> <li>• PCCP accessibility enhanced, and content management system upgraded</li> <li>• Countries are provided the necessary support to their national portals when required</li> <li>• New resources are available in a timely manner and in user friendly formats</li> <li>• Support is provided both onsite and online when required to fix an error or issues in the PCCP</li> <li>• Series of training are provided to PCCC staff in the use of the PCCP.</li> <li>• Regular back up of the portal so that in the event of security being compromised or server failure, the portal can be restored with the minimum downtime</li> </ul>
<p><b>5. Pacific Climate Change Centre e-learning platform management</b></p>	



<ul style="list-style-type: none"> <li>a) Support the integration set of interactive online services that provide trainers, learners and others involved in capacity building and training with information, tools, and resources</li> <li>b) Provide IT support to participants of courses hosted on the PCCC e-learning platform</li> <li>c) Provide support and enhance the PCCC capacity building and training delivery and management.</li> </ul>	<ul style="list-style-type: none"> <li>• Interactive online services that provide trainers and learners with information, tools, and resources are integrated and available in a timely manner</li> <li>• Timely provision of support to participants of courses hosted at the PCCC e-learning platform</li> <li>• Prompt and quality support to enhance the PCCC capacity building and training delivery and management</li> </ul>
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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 Supervisor as part of the Performance Development System.

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

### **Work Complexity**

<b>Most challenging duties typically undertaken:</b>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Maintenance of network security given current trends and emergence of cyber-criminal activities</li> </ul>

### **Functional Relationships & Related Skills**

<b>Key internal and/or external contacts</b>	<b>Nature of the contact most typical</b>
<b>External</b> <ul style="list-style-type: none"> <li>• Member countries</li> <li>• National, regional and international organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Email and/or phone liaison/ Assistance/ Support/ training</li> <li>• Providing and receiving information/answer queries/explain/assistance/respond to correspondence</li> </ul>
<b>Internal</b> <ul style="list-style-type: none"> <li>• Executive Management</li> <li>• All staff and projects</li> </ul>	<ul style="list-style-type: none"> <li>• Advice and responding to queries and requests</li> <li>• Email updates/ advice /support</li> </ul>

	<ul style="list-style-type: none"> <li>• Reporting/team work</li> </ul>
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### Level of Delegation

The position holder:
<ul style="list-style-type: none"> <li>• Has no delegation of authority</li> </ul>

### 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

<b>Essential</b>
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

<b>Essential</b>
2. At least 3 years relevant experience in IT support.
3. Excellent experience in the following: <ul style="list-style-type: none"> <li>a) Desktop support in the windows environment including skills to troubleshoot, diagnose and resolve software and hardware incidents as well as operating systems (Microsoft Windows) and a range of other software applications.</li> <li>b) Installing, configuring and maintaining computer hardware, software, systems, printers and scanners.</li> <li>c) Setup and maintain audio and video conference systems.</li> </ul>
4. Excellent knowledge and understanding of IT and has the initiative to be creative, demonstrates a commitment for continuous development and is able to demonstrate a high level of diplomacy and tact.
5. Excellent written and verbal communication skills including high level of presentation and inter-personal skills, and collaboration with donors and partners.

6. Proven ability to work as part of a team within a multi-disciplinary and multi-cultural environment with a demonstrated ability to motivate teams and establish and implement workplan objectives.
7. Shows initiative to think outside the box particularly in problem-solving, setting priorities and meeting work-plan deadlines.

## 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"> <li>• IT support</li> <li>• IT Administration</li> <li>• Communication and inter-personal skills</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Office administration</li> <li>• Coordination</li> <li>• Fluency in English</li> <li>• Problem Solving</li> <li>• Teamwork</li> <li>• Diplomacy</li> <li>• Willingness to learn</li> <li>• Dealing with sensitive and confidential information</li> </ul>
Working Knowledge	<ul style="list-style-type: none"> <li>• Ability to work well with colleagues at all levels</li> <li>• Environmental issues in the Pacific islands region</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Pacific Climate Centre Strategy and Business Plan</li> <li>• SPREP Strategic Plan</li> <li>• SPREP Performance Implementation Plan</li> <li>• SPREP Work Programmes</li> </ul>

## 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 AND CONDITIONS

*“Due to the current COVID-19 situation affecting the region, and the priority the Secretariat places on its staff safety, health and well-being, please note that there may be delays in taking up the appointment. There will be an opportunity to discuss this matter thoroughly with the successful candidates and any appointment and on-boarding would only proceed when regional conditions permit the deployment of new staff. Under the SPREP COVID-19 Emergency Preparedness and Response Contingency Plan (CV-19EPRCP), all SPREP staff must be fully vaccinated, and vaccination cards must be presented prior to confirmation of appointment”.*

**Duty Station:** Apia, Samoa.

**Duration:** Appointment is for a term up to 31 December 2023. There is no expectation of renewal at the end of contract as this is a project specific position.

**Salary:** Remuneration is at Band 8 of SPREP's salary scale for locally recruited staff. Starting salary will be SAT\$46,509 per annum. This will be adjusted to SAT\$52,322 upon successful confirmation of probation. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required.

**Term:** Appointment is subject to a satisfactory medical examination including full vaccination against COVID-19 and a 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 SAT1,000.

**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 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 existing SPREP Medical Insurance.

**Superannuation:** All staff are required to contribute to a Superannuation Fund. SPREP will pay the minimum legal requirement 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. For project positions, upon successful completion of the project.

**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:**

'Dependant' means the financially dependent spouse or dependent child 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.

#### D. 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 “IT Support Officer, PCCC (ITSOPCCC) and send to [recruitment@sprep.org](mailto: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 “IT Support Officer, PCCC (ITSOPCCC)

More Information on SPREP and its work in the region can be found on the SPREP website  
[www.sprep.org](http://www.sprep.org)

For further enquiries, contact Mr. Roger Warren on telephone (685) 21929 ext 325 or Email:  
[rogerw@sprep.org](mailto:rogerw@sprep.org)

**CLOSING DATE: Friday, 7<sup>th</sup> October 2022**: Late applications will not be considered.

<b>SPREP is an Equal Opportunity Employer</b>
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A resilient Pacific environment sustaining our livelihoods and natural heritage in harmony with our cultures.