![Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises and Communications logo]

**Ministry of Trade,
Co-operatives, Micro, Small
and Medium Enterprises
and Communications**

JOB DESCRIPTION

MTCMSMEC 102/2024: SYSTEMS ADMINISTRATOR – HUMAN RESOURCES UNIT

CORPORATE INFORMATION

Salary Band	Band G
Salary Range	$32,032.10 - $40,429.04 (Step 1 – 4)
Duty Station	Suva
Reporting Responsibilities	a) Reports to: Permanent Secretary through the Head of Human Resources
	b) Liaises with: Ministry Staff, Information Technology and Communication Services, Other Government Ministries and Departments, Statutory Bodies, Trade Commissions, contractors, vendors and development partners.
	c) Subordinates: NA

POSITION PURPOSE

The position is responsible to the Permanent Secretary through the Head of Human Resources in reviewing and implementing systems improvements, administer database platforms and associated systems efficiently and effectively to ensure that the Ministry is able to meet its business requirements and goals and providing the technical support and advice to other users. The officer needs to assess Ministry's IT and Communication Systems and provide a report with recommendations in improving efficiency, effectiveness, security, communications and public relations.

The position involves analysing, assessing and resolving problems-within agreed time frames by using procedures and guidelines and the application of professional and technical knowledge.

The officer will have access to other staff, ITC third party companies and the hardware/software suppliers to assist them when resolving problems. Problems are occasionally of a complex nature with solutions unrelated to previously encountered situations

KEY RESPONSIBILTIES

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements:

1) Ensure timely provision of daily IT support services to all staff in terms of updating and upgrading of PC's and provision of support towards official meetings.
2) Undertake fault diagnosis and resolution of issues, in co-operation with system and equipment suppliers as appropriate.
3) Install and deploy new equipment and perform hardware/software upgrades and installations.
4) Systems Administration - Manage Windows Based: Windows Server 2019 Standard or equivalent; Hardware and Software maintenance.

5) Oversee Ministry's IT projects and Departmental Databases.
6) Identification and implementation of a full-fledged backup system for the Ministry and improvements to the current IT Infrastructure.
7) Assist in the formulation of ICT related policies and Standard Operating Procedures and User Manuals.
8) Conduct ICT onboarding and refresher training.
9) Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and human resources activities where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1) 90% of projects completed on time versus total projects initiated.
2) 99.99% uptime of ICT related services.
3) Resolution time of less than 48 hours taken to resolve issues or bugs after they are reported.
4) At least 20% improvement in user performance post-training, typically assessed through assessments or feedback forms.
5) At least 2 significant innovative solutions or process improvements suggested per year and successfully implemented.

PERSON SPECIFICATION

In addition to a Bachelor's Degree in Information Technology/Computer Science or equivalent, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role.

Knowledge and Experience

1) 3 years of experience in networking and/or systems administration.
2) Significant experience working with various web applications and information technology project management.
3) Capacity to use strategic thinking and analytical skills to contribute to effective organisational service delivery.
4) Good understanding and appreciation of the risks associated within the ICT environment, and ability to articulate and develop effective strategies to minimise such risks.

Skills and Abilities

1) Demonstrated support for, and the capacity to develop and maintain an organisational culture based on ethical, professional and personal behavior.
2) Demonstrated strong interpersonal and communication skills and capacity to develop and sustain productive relationships, both within and outside the organisation.
3) Excellent problem-solving and analytical skills and ability to work under pressure.
4) Demonstrate ability to be good team leader and be able to organise and plan work to meet tight deadlines.
5) Ability to implement change in the organisation to improve service delivery.

Personal Character

All applicants for employment in the Ministry of Industry, Trade and Tourism must be of good character, with a background that demonstrates their commitment to the public service values contained in the Fijian Constitution. Applicant must also be a Fijian Citizen, under age 60, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.