



POSITION DESCRIPTION –MARCH 2017

POSITION TITLE: IT SUPPORT ENGINEER

POSITION NUMBER: L5-001 - Rotational

LOCATION: FRC SHEAD OFFICE, SUVA

REPORTS TO: MANAGER IT OPERATIONS

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory authority established under the FRCS Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One Organization; Leadership; Valuing Employees; Integrity; Results Focus; Partnership Development.

POSITION PURPOSE

As FRCS strives to achieve its Vision of being ‘World Class’, the strategic focus shifts to four main areas of Partnership, Legislation & Process, People, and Technology. The IT Support Engineer plays a key role in ensuring IT systems are functioning as they should and provides first line of support to end users. With a strong focus on customer service, incident management, system administration and complex troubleshooting, this dynamic role is expected to closely interact with customers and directly handle service logs. The IT Support Engineer also works closely with other members of the IT team providing support for the rollout of new or upgraded technology solutions.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
System Administration & Maintenance	<ul style="list-style-type: none"> ▪ Participate in the development & implementation of Test Plans for new initiatives or system upgrades that is required ▪ Install & configure IT equipment as needed ▪ Ensure system updates, etc. are done in a timely manner
Efficient Turnaround on Service Requests	<ul style="list-style-type: none"> ▪ Ensure logs are updated in Service Desk, addressed in a timely manner and customers are kept informed ▪ Continuously review logs & provide feedback on improvements that can be introduced to reduce recurring issues ▪ Ensure ITIL standards are consistently practised ▪ Provide regular reports to the management team as required
Business Continuity & Incident Management	<ul style="list-style-type: none"> ▪ Diagnose & resolve software & hardware incidents including operating systems ▪ Document & monitor incidents as required ▪ Participate in the testing of procedures as outlined in the Disaster Recovery Plan
Inventory Management	<ul style="list-style-type: none"> ▪ Conduct regular assessments of IT assets & equipment

	<ul style="list-style-type: none"> Document findings & supporting analysis to the Senior IT Support Engineer Provide advice on the allocation of IT resources
Stakeholder Engagement & Customer Service	<ul style="list-style-type: none"> Work closely with the IT team to ensure change initiatives are effectively implemented Frequently engage & communicate with customers to ensure service levels are being achieved
Risk Management	<ul style="list-style-type: none"> Provide mitigating strategies for technological risks where this role is held accountable Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives
Health, Safety, and Wellness	<ul style="list-style-type: none"> Ensure compliance with relevant Occupational Health and Safety (OHS) obligations Support and participate in health, safety and wellness initiatives

DELEGATIONS

Delegations are in accordance with Leadership Team L5 powers as set out in the FRCS delegations framework.

Staff numbers: Direct reports – 0

PERSON SPECIFICATION

ESSENTIAL Bachelor Degree in Computer Science, Information Technology, Engineering
A proven record of managing systems (hardware & software) and effective troubleshooting in a complex environment.
Technical certifications in relevant field either software or hardware based.

DESIRABLE Advanced Degree & technical certifications in relevant field
Knowledge and experience of FRCS business and customer base.

PERFORMANCE COMPETENCY INDICATORS

As a leader in FRCS your performance is measured through two criteria:

- Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly to the Manager IT Operations on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- Leadership competencies** - you report monthly to the Manager IT Operations on your leadership performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Leadership Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
PROCESS IMPROVEMENT	<ul style="list-style-type: none"> Consistently good at identifying the necessary processes, and organising the right people to get things done Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information in a useful manner
DECISION & ANALYTICAL QUALITY	<ul style="list-style-type: none"> Utilises a mixture of analysis, critical thinking, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity

	<ul style="list-style-type: none"> ▪ Can use data mining techniques in discovering patterns in large quantities of data for further analysis and to reach sound conclusions
DRIVE FOR RESULTS	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations, continually pushing self and others for results ▪ A self-starter who demonstrates agility in multi-tasking where this is needed
COURAGEOUS CONVERSATION	<ul style="list-style-type: none"> ▪ Is direct and honest in communication with others by providing timely, complete and “actionable” feedback (positive and critical) ▪ Takes a tough stand and faces up to problems with any person or in any situation when necessary
PRESENTATION, COMMUNICATION & VISUAL ART	<ul style="list-style-type: none"> ▪ Effectively presents to a variety of audiences using visual communication methods as appropriate ▪ Commands attention and can read the audience, adjusting approach as needed ▪ Attempts to understand different interactive styles and adjust approach accordingly
LISTENING	<ul style="list-style-type: none"> ▪ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees ▪ Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgments or acting
PROBLEM SOLVING	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods for trouble shooting, recognizing and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions ▪ Conducts high quality and honest analysis of information and data to aid in problem solving
SELF DEVELOPMENT	<ul style="list-style-type: none"> ▪ Is personally committed to and actively works to continuously improve self ▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

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