



**POSITION DESCRIPTION –MARCH 2017**

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**POSITION TITLE:** SENIOR IT SUPPORT ENGINEER (Systems)

**POSITION NUMBER:** L5-001 - Rotational

**LOCATION:** FRCS HEAD OFFICE, SUVA

**REPORTS TO:** MANAGER IT OPERATIONS (SOLUTIONS)

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**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 Senior 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, business analysis, project management, incident management, system administration and complex troubleshooting, this dynamic role is expected to manage the support of core applications, efficient allocation of infrastructure assets and turnaround time on service logs. Intermediate to expert application of systems and network infrastructure (Windows Server 2012/2016, Linux, IP Networking, Firewall and Security) is required to provide effective support. The Senior 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
<p><b>General System Support &amp; Maintenance</b></p>	<ul style="list-style-type: none"> <li>▪ Participate in the development &amp; implementation of Test Plans for new initiatives or system upgrades as required</li> <li>▪ Conduct complex troubleshooting as required &amp; prepare analysis reports</li> <li>▪ Oversee the implementation of system updates &amp; testing</li> <li>▪ Perform intermediate to expert level of support for core application infrastructure platforms – Windows Server 2012/2016, MS SQL 2012, Cisco and Oracle Linux.</li> </ul>
<p><b>Supervise Electronic Fiscal Device (EFD) deliverables</b></p>	<ul style="list-style-type: none"> <li>▪ Oversee deliverables by the Accreditation team to ensure compliance with requirements</li> <li>▪ Prepare accreditation reports for the Technical Committee</li> <li>▪ Provide technical support to POS &amp; ESDC vendors</li> <li>▪ Support the Manager IT Solutions in the development and delivery of capacity building plans for software &amp; infrastructure management and risk analytics.</li> </ul>

<b>Efficient Management of Service Requests</b>	<ul style="list-style-type: none"> <li>▪ Monitor Service Desk to ensure logs are effectively handled</li> <li>▪ Train &amp; assign resources to manage logs &amp; provide first level support to the business units</li> <li>▪ Continuously review logs &amp; provide advice on improvements that can be introduced to reduce recurring issues</li> <li>▪ Ensure ITIL standards are consistently practised</li> <li>▪ Provide regular reports to the Manager IT Operations</li> </ul>
<b>Business Continuity &amp; Incident Management</b>	<ul style="list-style-type: none"> <li>▪ Support the Network &amp; Systems Engineers in testing the Disaster Recovery procedures as needed</li> <li>▪ Document &amp; monitor incidents</li> <li>▪ Actively engage in diagnosing &amp; resolving complex problems</li> <li>▪ Provide comprehensive advice &amp; reports to the Manager IT Operations on best practices and strategies to better manage incidents</li> </ul>
<b>Inventory Management</b>	<ul style="list-style-type: none"> <li>▪ Work with the IT Service Coordinator to develop the IT Inventory annual plan</li> <li>▪ Ensure the annual plan is implemented on a timely basis</li> <li>▪ Supervise the regular assessment of IT assets &amp; equipment</li> <li>▪ Provide quality advice to the Manager IT Operations on the assessment results</li> </ul>
<b>Stakeholder Engagement &amp; Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Work closely with the IT team to ensure change initiatives are effectively implemented</li> <li>▪ Frequently engage &amp; communicate with customers to ensure service levels are being achieved</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>▪ Provide mitigating strategies for technological risks where this role is held accountable</li> <li>▪ Work in partnership with the leadership team to address risks arising from the implementation of technology change initiatives</li> </ul>
<b>Health, Safety, and Wellness</b>	<ul style="list-style-type: none"> <li>▪ Ensure compliance with relevant Occupational Health and Safety (OHS) obligations</li> <li>▪ Support and participate in health, safety and wellness initiatives</li> </ul>

## DELEGATIONS

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

Staff numbers: Direct reports – 0

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## PERSON SPECIFICATION

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**ESSENTIAL** Bachelor Degree in Computer Science, Information Technology, Engineering  
A proven record of managing systems (and applications) 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 (Solutions) 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
<b>PROCESS IMPROVEMENT</b>	<ul style="list-style-type: none"> <li>▪ Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>▪ Knows what to measure and how to measure so that complex processes can be refined and more can be achieved with fewer resources</li> <li>▪ 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</li> </ul>
<b>DECISION &amp; ANALYTICAL QUALITY</b>	<ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ Can use data mining techniques in discovering patterns in large quantities of data for further analysis and to reach sound conclusions</li> </ul>
<b>DRIVE FOR RESULTS</b>	<ul style="list-style-type: none"> <li>▪ Can be counted on to successfully exceed goals and expectations, continually pushing self and others for results</li> <li>▪ A self-starter who demonstrates agility in multi-tasking where this is needed</li> </ul>
<b>COURAGEOUS CONVERSATION</b>	<ul style="list-style-type: none"> <li>▪ Is direct and honest in communication with others by providing timely, complete and “actionable” feedback (positive and critical)</li> <li>▪ Takes a tough stand and faces up to problems with any person or in any situation when necessary</li> </ul>
<b>PRESENTATION, COMMUNICATION &amp; VISUAL ART</b>	<ul style="list-style-type: none"> <li>▪ Effectively presents to a variety of audiences using visual communication methods as appropriate</li> <li>▪ Commands attention and can read the audience, adjusting approach as needed</li> <li>▪ Attempts to understand different interactive styles and adjust approach accordingly</li> </ul>
<b>LISTENING</b>	<ul style="list-style-type: none"> <li>▪ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> <li>▪ Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgments or acting</li> </ul>
<b>PROBLEM SOLVING</b>	<ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ Conducts high quality and honest analysis of information and data to aid in problem solving</li> </ul>
<b>SELF DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>▪ Is personally committed to and actively works to continuously improve self</li> <li>▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>

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