

POSITION DESCRIPTION – OCTOBER 2019

POSITION TITLE: Senior IT Support Engineer

POSITION NUMBER: L8-006

LOCATION: FRCS Head Office, Suva

REPORTS TO: Manager IT Operations

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service 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 level expertise in application and infrastructure 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
General System Support & Maintenance	<ul style="list-style-type: none"> ▪ Participate in the development & implementation of Test Plans for new initiatives or system and application upgrades as required ▪ Conduct complex troubleshooting as required & prepare analysis reports ▪ Oversee the implementation of system updates & testing ▪ Perform intermediate level of support and escalation of core application platforms..
Supervise Electronic Fiscal Device (EFD) deliverables	<ul style="list-style-type: none"> ▪ Oversee deliverables by the Accreditation team to ensure compliance with requirements ▪ Assist with accreditation reports to Manager IT Operations ▪ Provide technical support to POS & ESDC vendors ▪ Support the Manager IT Operations in the development and delivery of capacity building plans for software & infrastructure management and risk analytics.
Efficient Management of Service Requests	<ul style="list-style-type: none"> ▪ Monitor Service Desk to ensure logs are effectively handled ▪ Train & assign resources to manage logs & provide first level support to the business units ▪ Continuously review logs & provide advice on improvements that can be introduced to reduce recurring issues

	<ul style="list-style-type: none"> Ensure ITIL standards are consistently practised Provide regular reports to the Manager IT Operations
Business Continuity & Incident Management	<ul style="list-style-type: none"> Support the Network & Systems Engineers in testing the Disaster Recovery procedures as needed Document & monitor incidents Actively engage in diagnosing & resolving complex problems Provide comprehensive advice & reports to the Manager IT Operations on best practices and strategies to better manage incidents
Inventory Management	<ul style="list-style-type: none"> Coordinate and manage IT Inventory and annual plan Ensure the annual plan is implemented on a timely basis Supervise the regular assessment of IT assets & equipment Provide quality advice to the Manager IT Operations on the assessment results
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

DELEGATIONS

As may be delegated by MITO/DDIT/CIO from time to time.

PERSON SPECIFICATION

ESSENTIAL

Bachelor Degree in Computer Science, Information Technology, Engineering
A proven record of programming/software development in a complex environment
Knowledge and experience in modern programming language

DESIRABLE

Advanced Degree & technical certifications in relevant field
Project Management, ITIL and stakeholder management experience
Knowledge and experience of FRCS business and customer base

PERFORMANCE COMPETENCY INDICATORS

As a Programmer your performance is measured through two criteria:

- Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly 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 quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

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 ▪ 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.
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

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