



POSITION DESCRIPTION JANUARY 2023

POSITION TITLE: IT SUPPORT ENGINEER

LOCATION: FRCS - Nadi

REPORTS TO: Deputy Director ICT

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 organizational Values are - One Organization; Leadership; Valuing Employees; Integrity; Results Focus; Partnership Development.

POSITION PURPOSE

The IT Support Engineer will be part of a team of support engineers that is truly collaborative, driven and that works towards one goal and purpose. The IT Support Engineer applies strong focus on customer service, business analysis, incident management, system administration and troubleshooting. This role is expected to manage the support of core applications, efficient allocation of infrastructure assets and turnaround time on service logs.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p>Service Delivery & Operation</p>	<ul style="list-style-type: none"> ▪ Ensure ITIL standards are consistently practised in the performance of service delivery and operational support. ▪ Maintains application and ICT support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses ICT management software and tools to investigate and diagnose issues, collect performance statistics and create reports working with other users and suppliers as appropriate. ▪ Log and correct information related to system configuration items, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use. ▪ Carries out agreed database maintenance and administration tasks, and operational procedures, including ICT infrastructure administration, platform installation and maintenance daily or at predetermined intervals. Uses ICT operational management tools to determine infrastructure load and performance statistics. ▪ Performs regular monitoring of high-performance, scalable backups and restores on a schedule and tracks offsite storage. Carries out documented configuration for allocation of storage, installation and maintenance of secure storage systems as per the agreed operational procedure (e.g. using replication software to allow resilience). Identifies operational problems and contributes to their resolution (e.g. monitoring for disk failures and replacing). Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

	<ul style="list-style-type: none"> ▪ Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. ▪ Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency. ▪ Contributes to digital forensic investigations. ▪ Administer and maintain the Service Desk paying special attention to handling and prioritisation of ICT requests and meeting performance targets. ▪ Provide additional support to the ICT Solutions team troubleshooting complex problems and managing incidents. ▪ Provide analytical reports to management on the effective use of the Service Desk and areas for improvement. ▪ Participate in the development & implementation of Test Plans for new initiatives, system upgrades and platform rollouts as required.
<p style="text-align: center;">Business Continuity & Availability Management</p>	<ul style="list-style-type: none"> ▪ Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. ▪ Diagnose & resolve software & hardware incidents including operating systems ▪ Participate in the testing of procedures as outlined in the Disaster Recovery Plan
<p style="text-align: center;">Asset Management</p>	<ul style="list-style-type: none"> ▪ Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software. ▪ Promotes awareness of and commitment to asset control. Initiates assessment of consequences and risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service. ▪ Conduct regular assessments of ICT assets & equipment. ▪ Provide advice on the allocation of ICT resources.
<p style="text-align: center;">Stakeholder Relationship & Engagement</p>	<ul style="list-style-type: none"> ▪ Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. ▪ Coordinate communication with all areas of the business that impact service availability ▪ Work closely with the ICT team members to ensure change initiatives are effectively implemented. ▪ Frequently engage & communicate with customers to ensure service levels are being achieved as outlined in the Customer Service Charter
<p style="text-align: center;">Documentation</p>	<ul style="list-style-type: none"> ▪ Document and share knowledge by writing, adhering to knowledge articles to improve processes for delivery of service and participating in continuous improvement within ICT ▪ Document standard ICT operational procedures, findings & supporting analysis and ensure these are always up to date, have consistent classification and management of system maintenance and

	<p>configuration items (CI), and for verification and audit of configuration records.</p> <ul style="list-style-type: none"> ▪ Ensures that ICT security records are accurate and complete and that request for support are dealt with according to set standards and procedures. ▪ Provide regular reports to management as required across all key result areas.
Digital Transformation	<ul style="list-style-type: none"> ▪ Assess new and emerging technology that can increase effectiveness of the FRCS automation delivery. ▪ Work in close collaboration with the team to implement components of the Technology 5year roadmap where this role is held accountable.
Risk Management	<ul style="list-style-type: none"> ▪ Ensure protection of ICT assets and components from unauthorised change, diversion and inappropriate use. ▪ Maintains current knowledge of malware attacks, and other cyber security threats. Provides guidance in defining access rights and privileges. ▪ 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
- 2 years demonstrated success building internal managed ICT services teams and optimising workforce management.
- ITIL certification

DESIRABLE

Valid Linux+, Network+, Security+, and MS365 industry certifications
Business analysis, Project management professional certification

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 Deputy Director IT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report monthly to the Deputy Director IT 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

	<ul style="list-style-type: none"> ▪ 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.

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