	POST DESCRIPTION		
1	**Ministry/Department:** Ministry of Finance		
2	**Job Title:** Computer Operator Grade III, ICT		
3	**Level:** 11 **Band**: P	**Post Number:** 1	**Location:** St George Government Building

4	**Job Purpose:**
	• Manage Installation and setup desktops, laptops and peripheral devices
	• Manage and update Inventory of ICT equipment
	• Perform general helpdesk and support (1st and 2nd tier support) for the following areas. a. Local Network
	     b. Wide Area Network(Line Ministries connecting to finance management) c. Internet connectivity
	     d. Desktop, Laptops
	     e. Copiers, Printers
	     f. Microsoft Office Applications
	     g. Sun System(Payroll system)
	     h. In-house Developments
	     i. Phone system
	     j. Air condition
	     k. Camera
	     l. Presentation
	• Monitor internet usage
	• Monitor printer and copier toner
	• Assist in producing and designing Ministry Publications (Business cards, greeting cards, invitation cards).
	• Assist in Printing Government Budget and Cooperate Plan.		

5	**Key Results Area**		**Performance Indicators**
	Core Duties		
5.1	**Manage installation, setup desktops, laptops and peripheral devices** **Label and Update assets**		• Installation done as timeline required • Updated ICT assets register
5.2	**Manage and update inventory of ICT equipment** **Manage stock level for toner**		• Update inventory • Number of issues for printer and copiers

5.3	**General Helpdesk & Support**		• No. of issues resolved
	• ICT customer services to staff and other key stakeholders		• To respond within 5 minutes after receiving the call for assistance
	• ICT support when directed by Helpdesk coordinator		

5.4	**Assist in producing & designing**	• Accurate and correct data
	• Publications	• Meet specified timeline
	• Business Cards	
	• Greeting Cards	
	• Invitation cards	
5.5	**Assist in Printing**	• Accurate and Correct publications to specifications
	• Government Budget Statement	• Timely delivery of reports as required
	• Government Budget Estimates	
	• Ministry Corporate Plan	
6	**Reports Directly to:**	**System Analyst Infrastructure Unit**
7	**Person's Specification for the Post**	
	Special Skills:	• Good Analytical skills.
		• Good Programming Skills
		• Good communication skills. Good command of both Tongan and English languages (written and spoken).
		• Must have good public relation and networking skills.
		• Ability to travel and work after hours would be an advantage.
7.2	**Communication and Language Skills:**	Good communication skills. Good command of both Tongan and English languages (written and spoken).

7.3	**Personal Attributes:**	- Good work attitude - Highly motivated - Well organized and hardworking - Honesty and integrity - Loyalty to government - Highly proactive - Must be committed to duties allocated, efficiently and effectively.
7.4	**Minimum Qualification and Work Experience**	Minimum qualification is a Diploma in Computer Science or related field *with* at least one (1) year of work experience in government. Work experience with Financial Management Information System will be an advantage.
8	**ENDORSEMENT WITH NAME, SIGNATURE AND DATE**	
8.1	Computer Operator Grade II, ICT	**Name**: Vacant **Sign**: ………………………… **Date** : ……………………..
8.2	Deputy CEO, ICT	**Name**: Tu'amelie Paea **Sign**: ………………………… Date **: …………………….**
8.3	Chief Executive Officer	**Name**: Balwyn Fa'otusia **Sign**: ………………………… Date : …………………….