

POST DESCRIPTION		
1	Ministry/Department: Ministry of Finance & National Planning	
2	Job Title: System Administrator – Support Section, Information & Communication Technology Division	
3	Band: L	Post Number: 4 Location: SGGB
4	<p>Job Purpose: To be responsible for:</p> <p>i. The System Administrator will be responsible for the daily operation supervision and quality of the Technical Support Section and its employees. This position will be responsible for running the day to day operations of the Technical Support Help Desk for the Ministry of Finance and National planning.</p>	
5	Job Outputs	Performance Indicators
	1. Coordinates training and orientation for new technology users and helps them become familiar with equipment and networks	<p><i>Output:</i></p> <ul style="list-style-type: none"> • System Review Documents • Procedures and Workflow Documents • Training Materials for using IFIMS • Required Reports by Management and other Stakeholders of the System □ Status Report <p><i>Quality:</i></p> <ul style="list-style-type: none"> • Detailed Review • Detailed and appropriate Training Material <p><i>Timeliness:</i></p> <ul style="list-style-type: none"> • Accurate and Correct Data • Timely delivery of reports to Stakeholders
	2. Ensures all users benefit from effective technology and efficient Internet access, and continually assesses needs and requirements	<p><i>outputs:</i></p> <ul style="list-style-type: none"> • Effective and up to date Technology • Efficient Internet Access • Secure content management • Consistent evaluation and requirements <p><i>quality:</i></p> <ul style="list-style-type: none"> • Spam free zone • 10% internet downtime for MOFNP <p><i>timeliness:</i></p> <ul style="list-style-type: none"> • Timely email and telecommunications support

	<p>3. Organises support, troubleshooting, and repair for IT equipment and networks</p>	<p><i>Output:</i></p> <ul style="list-style-type: none"> • System Review Documents • Procedures and Workflow Documents
		<ul style="list-style-type: none"> • Training Materials for using IFIMS • Required Reports by Management and other Stakeholders of the System □ <p><i>Status Report Quality:</i></p> <ul style="list-style-type: none"> • Detailed Review • Detailed and appropriate Training Material • Accurate and Correct Data <p><i>Timeliness:</i></p> <ul style="list-style-type: none"> • Timely delivery of reports to Stakeholders
	<p>4. Monitor online security for users and networks and takes appropriate steps to address security breaches if necessary</p>	<p><i>Output:</i></p> <ul style="list-style-type: none"> • User Friendly Software • Analysis Document • Project Proposal • Status Report <i>Quality:</i> • Detailed and Accurate Documents <p><i>Timeliness:</i></p> <ul style="list-style-type: none"> • To be completed as required by responsible division
	<p>5. Establishes relationships with technology and component vendors</p>	<p><i>outputs:</i></p> <ul style="list-style-type: none"> • Payroll System Review Document • Procedures and Workflow Document • Training Materials for using the Payroll System • Required Reports by Management and other Stakeholders of the System • Status Report <i>quality:</i> • Detailed Review • Detailed and appropriate Training Material • Accurate and Correct Data <i>timeliness:</i> • Timely delivery of reports to Stakeholders

	<p>6. Oversees IT support staff, including education, training, and call centre</p>	<p>outputs:</p> <ul style="list-style-type: none"> • HR System for the Ministry • Periodic Reports to Management • Procedures and Workflow Document • Status Report quality: • Accurate System and Reports
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		<p>timeliness:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Timely delivery of reports as required
	<p>7. Advises human resources colleagues on staffing needs and participates in the hiring and training process</p>	<p>outputs:</p> <ul style="list-style-type: none"> • HR System for the Ministry • Periodic Reports to Management • Procedures and Workflow Document • Status Report quality: • Accurate System and Reports <p>timeliness:</p> <ul style="list-style-type: none"> • Timely delivery of reports as required
	<p>8. Manages Support Section’s budget and tracks spending on equipment with update registry and staff</p>	<p>Outputs:</p> <ul style="list-style-type: none"> • Report Budget for the section • Report IT equipment registry <input type="checkbox"/> • Report Staffing for the section <p>Quality:</p> <ul style="list-style-type: none"> • Accurate System and Reports <p>Timeliness:</p> <ul style="list-style-type: none"> • Timely delivery of reports as required
	<p>9. Develops and maintains emergency plans to address equipment, power, or security failure to ensure preservation of technology and data</p>	<p><i>Outputs:</i></p> <ul style="list-style-type: none"> • Emergency plans completed • Periodic reports to Division Head <input type="checkbox"/> • Procedures and workflow document <p><i>Quality:</i></p> <ul style="list-style-type: none"> • Detailed and appropriate review and training material • Accurate and Correct Data <p><i>Timeliness:</i></p> <ul style="list-style-type: none"> • Timely delivery of reports required

	10. Understanding of available technology and researches to learn about innovative solutions and new releases	<i>Outputs:</i> <ul style="list-style-type: none"> • Periodic research available/relevant technology • Innovative solutions and new releases <i>Quality:</i> <ul style="list-style-type: none"> • Accurate System and Reports <i>Timeliness:</i> <ul style="list-style-type: none"> • Timely delivery of reports as required
	11. To carry out any other duties assigned by the Secretary for Finance and National Planning	<i>outputs:</i> <ul style="list-style-type: none"> • report (written or oral) or documentations on duties being assigned. <i>quality:</i> <ul style="list-style-type: none"> • complete and accurate performance on such duty. <i>timeliness:</i>

		<input type="checkbox"/> provided in a timely manner according to any requested timeframe.
6	Reports Directly to:	Deputy CEO, ICT
7	PERSON SPECIFICATION FOR THIS POST	
7.1	Special Skills:	<ul style="list-style-type: none"> • Strong Analytical Skills • Good Programming Skills • Good Knowledge of SunSystems, Meridian, and CS-DRMS • Good Knowledge of LAN • Good knowledge of Window Servers and Linus Servers • Ability to work on and lead multiple projects in a high pressure environment • Ability to travel and work after hours would be an advantage
7.2	Communication and Language Skills:	<ul style="list-style-type: none"> • Good Communication skills, good command of both Tongan and English languages (Written and spoken) • Must have good public relations and networking skills • Ability to travel and work after hours would be an advantage

7.3	Personal Attributes:	<ul style="list-style-type: none"> • 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	Education & Experience	Degree in Computer Science or related field from a recognized tertiary institution; OR Diploma in Information Technology (ICT) or related field from a recognized institution with 3 years of work experiences in Government Desirable: Experiences in ICT in government and good knowledge of Sun-Systems, Meridian and other related developments.
8	The salary for the position is at Band L of the salary structure for the Tonga Public Service with a minimum of TOP\$ 19,490 to a maximum TOP\$ 29,230 per annum. Annual increment will be performance based. Entry point will depend on qualifications and work experiences.	

POSITION COMPETENCIES		
9	Core Behavioral Competencies	Key Performance Standards
9.1	Change and Innovation	<ul style="list-style-type: none"> ➤ Stays informed and actively contributes to change initiatives ➤ Looks for ways to demonstrate innovation and initiative in work area ➤ Anticipates emerging issues and looks for ways to improve work practices. ➤ Takes a big-picture view of change and models a positive, constructive approach to managing it Focuses on benefits and ways of overcoming obstacles.

9.2	Interpersonal Skills	<ul style="list-style-type: none"> ➤ Actively shares information with appropriate people and checks for understanding where necessary ➤ Presents clear, courteous and concise oral and written communications ➤ Engages positively and persuasively with program stakeholders as appropriate. ➤ Develops rapport with people at all levels inside and outside the organization to further the goals of the organization.
9.3	Integrity / Accountability	<ul style="list-style-type: none"> ➤ Seeks to achieve results which are in the best interest of the organization ➤ Uses honesty and appropriate disclosure with customers, employees, and management ➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. ➤ Taking personal accountability for all aspects of their work and selfmanaging to improve their own and team performance
9.4	Results Orientation	<ul style="list-style-type: none"> ➤ Delivers high quality results on time ➤ Overcomes roadblocks/setbacks to deliver results ➤ Identifies problems early and takes

		<p>appropriate action.</p> <ul style="list-style-type: none"> ➤ Thinks outside of the box to achieve the best results for an internal/external customer.
9.5	Teamwork and Collaboration -	<ul style="list-style-type: none"> ➤ Demonstrate ability to get along with others/is respectful of co-workers and promotes teamwork. ➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ➤ Is open with other team members about his/her concerns ➤ Actively shares information with appropriate people and checks for understanding where required.

9.6	Customer Focus (internal and external)	<ul style="list-style-type: none"> ➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; ➤ Accepts responsibility for mistakes, apologies and makes suitable and timely amends. ➤ Treats all clients with respect and cultural awareness
9.7	Self Confidence and Assertiveness	<ul style="list-style-type: none"> ➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. ➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
9.8	Building individual capacity	<ul style="list-style-type: none"> ➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth
9.9	Support the Organizations Enabling Theme, Outputs and Outcomes	<ul style="list-style-type: none"> ➤ Inspires dedication to the organization's shared outputs and values through his/her own visible actions. ➤ Shows enthusiasm for organizational initiatives, policies and procedures and help others accept any changes and remain effective ➤ Embraces and adapts to changing work environment
9.10	Judgment	<ul style="list-style-type: none"> ➤ Approaches a task/problem in a sensible way; give sound advice and seek assistance if necessary ➤ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss.
9.11	Promotion of equity and equality	<ul style="list-style-type: none"> ➤ Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences ➤ Demonstrates an interest in, and seeks opportunities to learn about others, e.g. Pacific Islands Cultures

10	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
10.1	System Administrator – Support Section	Name: (Vacant) Sign: Date :
10.2	Deputy CEO – ICT Division	Name: Tu’amelie Paea Sign: Date :
10.3	Chief Executive Officer for Finance & National Planning	Name: Balwyn Fa’otusia Sign: Date :