

POST DESCRIPTION		
1	Ministry/Department: MOFNP	
2	Job Title: System Support Officer Grade 1	
3	Level: 9 Band: L	Post Number: 5 Location: Nuku'alofa
4	Job Purpose: 1. Assist in Managing and Maintaining Ministry Application (Financial Application, Payroll, others) 2. Assist in Ministry Publication (Website, budget, other's) 3. Assist in designing in house training for the Ministry 4. Perform any other duties assigned by the Chief Executive Officer for Finance and National Planning 5. Assist in Help Desk Support	
5	Job Outputs	Performance Indicators
5.1.	Planning 1. Support services to ministry publication <ul style="list-style-type: none"> • Website • Budget • Others 	<ul style="list-style-type: none"> • Website updated • Complete, accurate and proactive dissemination of information • Meet specified timeline
5.2	Organizing 1. Design in house training for the Ministry	<ul style="list-style-type: none"> • Issues are resolved immediately
5.3	Leading 1. Manage and Maintain Ministry Application(Financial, Application, Payroll, others)	<ul style="list-style-type: none"> • All new users are well trained immediately once entered the Ministry • Complete and Accurate checked against the established rules, policies and procedures • 90% support provided when needed
5.4	Controlling 1. Helpdesk support	<ul style="list-style-type: none"> • Respond to requests within 3 minutes and train staff to be able to resolve issue next time • Meet the specified timeline
	To carry out any other duties assigned by the Head of ICT, and/or the CEO for Finance and National Planning <ul style="list-style-type: none"> • Report (written or oral) or documentations on duties being assigned 	<ul style="list-style-type: none"> • Complete and accurate performance on such duty • Provided in a timely manner according to any requested timeframe
6	Reports Directly to:	Deputy CEO, ICT
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7.1	Special Skills:	<ul style="list-style-type: none"> • Good Analytic Skills • Good Programming Skills • 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
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	Minimum qualification is a diploma in Computer Science or related field <i>with</i> at least ten (10) years of work experience in government, with some years in senior level.
8	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
8.1	System Support Officer Grade 1	Name: Sign: Date :
8.2	Deputy CEO	Name: Tu'amelie Paea Sign: Date :
8.4	Chief Executive Officer	Name: Balwyn Fa'otusia Sign: Date :