

Ministry:	Ministry of Finance
Division:	Division
Location:	SGGB, Nuku'alofa
Job Title:	Chief System Analyst (Infrastructure)
Position Number:	FIN08105111100110001
Reports to:	D/CEO ICT Finance
Band:	H
Salary:	\$33,600-\$50,400
Job Purpose	<p>Ministry Profile Statement:</p> <ul style="list-style-type: none"> + Improved macroeconomic management & stability with deeper financial markets + Closer public/ private partnership for economic growth + More efficient, effective, affordable, honest, transparent & apolitical public service focused on clear priorities + Appropriate decentralization of government administration with better scope for engagement with the public + Improved collaboration with development partners ensuring programs better aligned with government priorities + More reliable, safe, and affordable information and communication technology used in more innovative ways + Improved national and community resilience to the potential disruption and damage to wellbeing, growth, and development from extreme natural events and climate change <p>Job Purpose:</p> <p>The Chief System Analyst will be responsible for the following:</p> <ol style="list-style-type: none"> a) Reporting to the Head of ICT, the post-holder is responsible for providing an excellent level of 3rd line support to the MOF IT team, giving support across the whole of business in Front and Back office functions. b) Alignment of ICT Strategic Plan with MOF Objectives and Corporate Plan. development Initiatives with organizational requirements <ol style="list-style-type: none"> a. Developing and Implementing Governance Framework <ol style="list-style-type: none"> I. Institute a COBIT based System and Application Governance Framework II. ICT Organizational Structure and JD Design and Update III. Divisional Quarterly deliverables submitted and endorse b. Develop ICT Strategic Framework <ol style="list-style-type: none"> I. Adopt standards-based, adaptive internal ICT service management framework to optimize ICT operations

	<ul style="list-style-type: none"> II. Risk Management plan and update III. Develop ICT performance reporting framework and tools to ensure ICT transparency, compliance, and control. IV. Develop and implement procurement arrangements with local providers where cost-effective mutual benefits can be demonstrated. V. Maximize benefits through collaborative strategic procurement processes and vendor relationships <p>c) Develop and refine best practice, adaptive ICT procurement policies and frameworks</p> <ul style="list-style-type: none"> I. Ensure local and government-provided procurement arrangements are fully exploited II. Ensure maximum organizational value is achieved through effective contract management III. Develop ICT Infrastructure and IFMIS Roadmap and Transition Plan with ongoing annual reviews IV. Implement annual ICT software and hardware contract review process; V. Implement ITIL based ICT business process optimization/service management systems VI. Align with Tonga Government Digital Framework <p>d) Responsible for MOF Business Systems & Applications</p> <ul style="list-style-type: none"> I. Ensure business systems and applications are aligned with strategic direction to ensure sustainability II. Develop business system roadmap for core systems III. Ensure ongoing business system and application costs are rationalized and sustainable IV. Develop annual business system licensing and hosting analysis process to ensure optimal <p>e) Provides leadership and supervision to the Infrastructure Desk team, ensuring that appropriate skilled resources are in place to meet required service levels</p> <p>f) Works with Head of IT to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications</p> <p>g) Responsible for day-to-day system administration, including management of internal network, MOF Vlan, Unify Network wifi and telecommunication, Microsoft Active Directory (AD) and Business continuity strategy.</p> <p>h) Any other duties assigned by the Head of IT or the CEO of Finance</p>
<p>Accountabilities / Outcomes</p>	<ul style="list-style-type: none"> 1. To be responsible for the Operational Efficiency and excellence of the ICT Division <ul style="list-style-type: none"> a. ICT Strategic Plan Approved b. Risk management update c. Business continuity/Disaster Recovery Plan update. d. Monthly Progress Report Approved and endorse e. Infrastructure ICT Strategic Framework update f. Monthly KPI Updates, reports, and analysis for ICT support services

	<ul style="list-style-type: none"> g. Infrastructure Customer support tickets report update and endorse <ol style="list-style-type: none"> 2. Responsible for MOF Project Service Excellence and Quality Assurance Activities <ul style="list-style-type: none"> h. Inceptions Reports Submitted and Endorse. i. Project Roadmap and Workplan Approved j. Project Implementation and coordination. k. Project aligns with plan and budget l. Project deliverables and output. 3. Assist in ICT Policymaking 4. Assist and coordinate with other sections in resolving MOF client and customer support tickets 5. Assist Planning and Managing of Section's Resources <ul style="list-style-type: none"> a. Leave planning submitted b. Asset list update submit c. Software list and update submit 6. Assist in developing of ICT performance reporting framework and tools to ensure ICT transparency, compliance, and control 7. Assist in Business Process Mapping and Business Process Analysis 8. Assist in Developing of ICT policy, process and procedure analysis, and review framework 9. To carry out any other duties assigned by the Head of the IT and or the Secretary for Finance and National Planning <p>To carry out any other duties assigned by the Deputy CEO ICT</p>
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Person Specification	
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Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> a. Should have a minimum of 7 years of technology experience with at least 5 years of hands-on technical roles in the field and relies on experience and judgment to plan and accomplish goals. b. Technical experience with systems networking, databases, Web development, and user support. c. Good background in DataBase design in Microsoft SQL and Access d. The ability to travel and work after hours would be an advantage. e. Strong project management skills with effective results focus within an information systems environment f. Strong analytical and problem-solving skills
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	<ul style="list-style-type: none"> g. Experience in the development and implementation of standards, procedures, and guidelines to support operational processes h. Proven ability to be flexible and work hard, both independently and in a team environment, in a high-pressure on-call environment with changing priorities i. Loyalty to government j. A results-oriented individual who thrives working in a fast-paced environment k. Must be committed to duties allocated, efficiently and effectively. <p>Desirable:</p> <ul style="list-style-type: none"> ○ Must have good public relations and networking skills. ○ Good communication skills. Good command of both Tongan and English languages (written and spoken). ○ End user-oriented ○ Strong aptitude for math
<p>Qualifications and Experience</p>	<p>Mandatory:</p> <ul style="list-style-type: none"> • Master degree with at least 2 years' experience in a <u>similar role</u> OR 4 years <u>relevant</u> working experience • Post graduate diploma with at least 3 years' experience in a <u>similar role</u>, OR at least 5 years' <u>relevant</u> working experience • Bachelor degree with at least 5 years' experience in a <u>similar role</u>, OR at least 8 years' <u>relevant</u> working experience <p><u>Qualification acceptable for this role must be in Information Technology, Computer Science, or Computer Networking from a recognised educational institution.</u></p> <p>➤ Desirable:</p> <ul style="list-style-type: none"> ➤ Citrix Certified Administrator (CCA) ➤ CISCO Certified (Desirable) ➤ COBIT/TOGAF qualifications are strongly preferred ➤ CCENT/CCNA qualifications are strongly preferred
<p>Authorized by (sign and date)</p>	
<p>Acting/Deputy CEO / HOD-</p>	<p>Name: Mr Heneli Palu</p> <p>Signature & Date:</p>

Acting/CEO for Finance	Name: Ms. Pisila M. 'Otunuku. Signature & Date:
Employee	Name: Vacant Signature & Date: