

Ministry:	Ministry of Finance
Division:	Information and Communication Technology Division (ICT)
Location:	Saint George Government Building (SGGB), Nuku'alofa
Job Title:	Computer Operator Grade II
Position Number:	FIN08105311100110005
Reports to:	System Analyst - Infrastructure Unit
Band:	N
Salary:	\$12,718 – 19,079
Job Purpose	<p>Ministry Profile Statement:</p> <ul style="list-style-type: none"> • Manage MOF Network Client and software implementation of <ul style="list-style-type: none"> a. Internet Access and File sharing. b. Email and Antivirus c. Network print d. Documents sharing and scanning e. Telecommunication installation and connection f. Network setup and maintenance • Manage of Desktop PC and Network configuration <ul style="list-style-type: none"> a. Desktop full setup, Windows, Microsoft Office, Antivirus, Spark, and E-Mail setup. b. Desktop Network connection and configuration. c. User Setup and Access configuration • Manage and update Inventory of ICT equipment <ul style="list-style-type: none"> a. Desktop PC and Hardware b. Printer, Scanner, Fax, Photocopy, Toner and switch c. Adhere to a centralized Asset Manage system • Perform general helpdesk and support (1st and 2nd tier support) for the following areas. <ul style="list-style-type: none"> a) MOF VC Facilities 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)

	<ul style="list-style-type: none"> h) In-house Developments i) Phone system j) Air condition k) Camera l) Presentation <ul style="list-style-type: none"> • Ensure recording of all MOF Infrastructure assets are stored in a database and update • Ensure MOF ICT Asset is up-to-date • Offer training to new and existing users on using MOF software and Application • Perform any other duties assigned by the Chief Executive Officer for Finance and National Planning • Assist in Help Desk Support • .
<p>Accountabilities / Outcomes</p>	<ol style="list-style-type: none"> 1. To be responsible for Maintaining and support for MOF Desktop Software Maintenance and support <ol style="list-style-type: none"> a. User Access login and file sharing b. Microsoft Office update c. PC Antivirus and email configuration d. Desktop antivirus and performance e. Printing and scanning f. Spark and internet access g. Monthly Progress Reports Update 2. Customer tickets and feedback metrics <ol style="list-style-type: none"> a. Tickets has been resolved with satisfaction b. Quarterly Training been done c. Inability for low-level staff to make decisions d. Cherry-picking tickets e. Misunderstanding the business issue behind the support request 3. To be Responsible MOF ICT Assets management <ol style="list-style-type: none"> a. PC Desktop b. Asset Reports Update c. Update of Annual Payment and Supports d. Quality assurance documentation e. Maintenance and help guide 4. Assist and coordinate with other section in resolving of MOF client and customer support tickets 5. Assist in Planning and Managing of Projects related to the improvements of the IFMIS and In-house Application 6. Assist Planning and Managing of Section's Resources

	<ul style="list-style-type: none"> a. Leave planning submit b. Asset list update submit c. Software list and update submit <p>7. Assist in develop of ICT performance reporting framework and tools to ensure ICT transparency, compliance, and control</p> <p>8. Assist in Business Process Mapping and Business Process Analysis</p> <p>9. Assist in Developing of ICT policy, process and procedure analysis, and review framework</p> <p>To carry out any other duties assigned by the Head of the IT and or the Secretary for Finance and National Planning</p>
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Person Specification

Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • 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. <p>Desirable:</p>
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Qualifications and Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> • Diploma Level 5/ 6 TNQAB framework in relevant field • Certificate level 4/trade/technical qualification + 2 years' <u>relevant</u> work experience • Form 7 + 4 years' <u>relevant</u> work experience • PSSC + 7 years' <u>relevant</u> work experience <p>Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years</p> <p>Desirable:</p> <p>Minimum qualification is a Diploma in Computer Science or related field <i>with</i> at least one (5) year of relevant work experience.</p> <p>Work experience with Financial Management Information System will be an advantage.</p>
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Authorised by (sign and date)

A/Deputy CEO / HOD- ICT	Name: Mr. Heneli Palu Signature & Date:
CEO for Finance	Name: Mrs. Kilisitina Tuameiápi Signature & Date:
Employee	Name: Vacant Signature & Date: