Ministry:	Ministry of Finance
Division:	Division
Location:	SGGB, Nuku'alofa
Job Title:	Senior System Support Officer
Position Number:	
Reports to:	Deputy CEO, ICT Division
Band:	K
Salary:	$23,520.00- $35,280.00

Job Purpose	**Ministry Profile Statement:**
	
	⚓ 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 behind 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
	
	Job Purpose:
	
	1. Managing the help desk team
	
	● Compile customer feedback matric and establish best practices through the entire technical support process.
	
	● evaluate team performance and set specific customer service standards
	
	● Recruit, training and support help desk representatives and technicians
	
	● Contribute to improving customer support by actively responding to queries and handling complaints.
	
	2. Manage MOF Client software implementation of
	
	    ● in-house development software, Disability payroll, HRMS, VMS, Procurement Database, Inward and Outward, Disability Database.
	
	    ● SunSystem and Vision

	• Government Payroll System
	
	3. Manage and support client confidence and protects operations by keeping sensitive information confidential related
	
	   • Inhouse Development Application. Web-site, Facebook page, VMS, Payroll Electronic Transfer System, Disability Database, Procurement Database, etc
	
	   • IFMIS- Sunsystem, Vision, CSDRMS, and Sage MicroPay Payroll.
	
	   • MOF Publishing and Report Design and Formats
	
	4. Mange MOF Tele-conference Facility
	
	   • Hosting and Controlling
	
	   • Facility Setup and Educate staff on best practices.
	
	   • Adhere to a centralized booking system.
	
	5. Ensure recording of all software assets are stored in a database and update.
	
	6. Ensure Help desk system is up-to-date, Utilizing helpdesk tools to log, track, and prioritize user-reported issues, ensuring timely resolution abd minimal disruption
	
	7. Offer training to new and existing users on using MOF software and Application.
	
	8. Perform any other duties assigned by the Chief Executive Officer for Finance and National Planning
	
	9. Assist in Help Desk Support

Accountabilities / Outcomes	1. To be responsible for Maintaining and support for MOF's customers and stakeholders Desktop Software Maintenance and support
	   a. Install SunSystem on PC Desktop
	   b. Vision and configure for MOF staff and MOF Customers
	   c. Payroll and Electronic Banking Transfer
	   d. Monthly Progress Reports Update
	
	2. Customer tickets and feedback metrics
	   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 Technical Support and Manage of MOF online meeting facility and support to MOF Doner counterparts.
	   a. Meeting Minutes submitted.
	   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 MOF Infrastructure, IFMIS, and In-house Development

	6. Assist Planning and Managing of Section's Resources
	    a. Leave planning submit.
	    b. Asset list update submit.
	    c. Software list and update submit.

	7. Assist in develop of ICT performance reporting framework and tools to ensure ICT transparency, compliance, and control.
	8. Assist in Business Process Mapping and Business Process Analysis
	9. Assist in Developing of ICT policy, process and procedure analysis, and review framework.
	10. To carry out any other duties assigned by the Head of the IT and or the Secretary for Finance and National Planning
	To carry out any other duties assigned by the Deputy CEO ICT

Person Specification

| Skills and Abilities | **Mandatory:**

• Good Analytic Skills

• Good Programming Skills

• The ability to travel and work after hours would be an advantage.

• Good communication skills, good command of both Tongan and English languages (written and spoken)

• Must have good public relations and networking skills.

• 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.

Desirable: |

Qualifications and Experience	**Mandatory:** ➢ Relevant degree + up to 3 years' work experience ➢ Relevant diploma + 5 years' relevant work experience ➢ Relevant certificate/trade/technical qualification + 5 years' experience in a similar role ➢ Current TPS employee with 10 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) **Desirable:**
Authorised by (sign and date)	
Supervisor	Name: Mr Heneli Palu Signature & Date:
Acting Deputy CEO / HOD-ICT Division	Name: Mr Heneli Palu Signature & Date:
CEO for Finance	Name: Mrs Kilisitina Tuaimei'api Signature & Date: 30|01
Employee	Name: Signature & Date: