



POSITION DESCRIPTION

Title:	Technical Support Officer (IT)
Location:	Ministry of Education, Rarotonga, Cook Islands
Employment Status:	Fulltime, permanent position
Remuneration:	Salary Range: \$26,822 - \$31,114 - \$36,478
Accountable To:	Head of Ministry, Secretary of Education through the Director: Information Technology and Communication
Date:	July 2017

The Ministry of Education's Vision is:

The Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports life long learning through the provision of quality services.

The Ministry of Education's Mission is:

Excellence in citizenship through educational empowerment

Organisational Values

Efficiency
Respect
Honesty
Professionalism
Flexibility

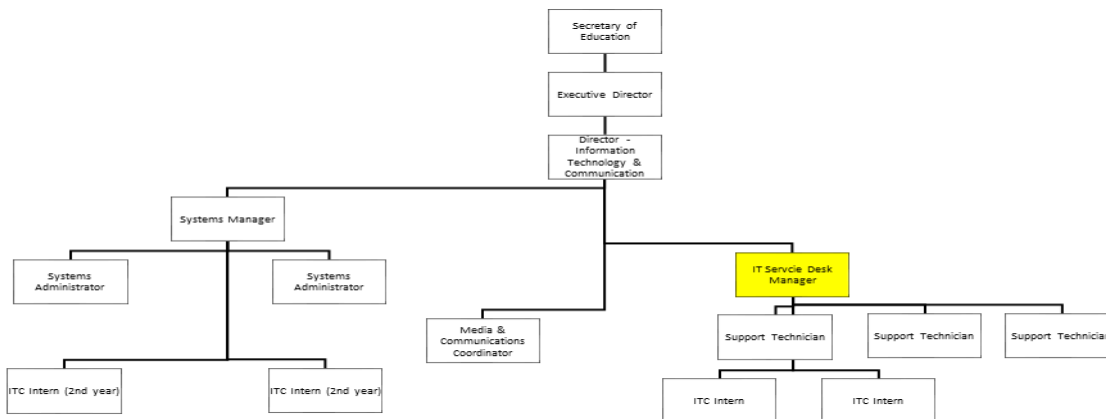
Pride
Support
Loyalty
Sensitivity
Equity

Background/Justification

- The education system is one of government's key responsibilities and will therefore require large investments in ICT infrastructure and resources to meet its goals. It is therefore imperative that sound ICT governance practices exist within the Education Sector to overcome geographic distances to deliver, support and enhance teaching and learning.

- The Education sector requires an ICT architecture and infrastructure system that is well researched, planned, secure, stable, monitored, scalable and sustainable (both environmentally and financially) to support the achievement of educational goals.
- The Ministry of Education's ability to meet its statutory requirements in terms of adherence to the Official Information Act (2008) is reliant on the use of sound data governance practices and procedures. Education Act (2012), National ICT Policy (2004), NSDP.

Organisational Structure



Divisional Objectives

Information Technology

- To ensure that the Ministry of Education operates an Information and Communication Infrastructure that is robust, well researched, planned, secure, stable, monitored, scalable and sustainable to support the achievement of educational goals.
- To ensure the protection, confidentiality, availability and integrity of the network through developing a Ministry of Education backup and IT disaster recovery plan.
- To be able to provide ongoing Information and Communication Technology maintenance support for The Ministry of Education and schools through technical support to procure, maintain and replace electronic equipment.
- To provide basic training/orientation for new Ministry of Education staff as appropriate (access to File server, email, internet).

- To provide technological support that allows the Ministry of Education to deliver on the goals of the Education Master Plan.

Communications

- To process requests for information in a timely manner and manage compliance to the Official Information Act.
- To provide support to ministry staff in the development of resources and publications
- To implement a comprehensive, targeted, and sustainable communications strategy that supports the Ministry of Education's vision and goals
- To assist in the production of teaching resources and provide support for classroom learning
- To create and maintain networks with other organisations (Government, NGOs, social groups, mainstream media)
- To ensure credible and up to date information is on the ministry's website.
- To monitor and evaluate communication strategy with the emphasis on continued improvement

Key Functional Relationships

Internal

- IT System Administration and Support Staff (heavy)
- Other Ministry of Education staff (heavy)
- School Principals and senior managers (heavy)
- School staff – (heavy).

External

- ICT vendors/partners (from private sector)
- Office of the Prime Minister – IT Division
- Vodafone

Accountabilities

Key Accountabilities

- Support System Admin staff to ensure that IT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable.
- The timely and effective provision of Ministry and Education and schools' ICT support services.

- The provision of training opportunities to raise school and Ministry of Education staff levels of ICT literacy.
- Assist in website development and content management.
- Provide direct support to the software technician and communications officer

Key Collective Accountabilities

- Participate fully and co-operatively as a member of the Information Technology and Communication Division.
- Provide peer support to Divisional members and take collective responsibility for the performance of the Division.
- Represent the Ministry of Education both nationally and internationally as required.

Appointee Specification

Knowledge and Experience

- A minimum of three years of relevant IT experience in any or all of the following areas:
 - administering a network
 - Server administration
 - web design
- Proficient level of technical understanding in any of the following areas:
 - Windows 2000/XP/2003 Operating System, Microsoft Office 2000/2003/2008/XP
 - Linux, Open Office and other open source productivity applications
 - Networking
 - Joomla/html/css or similar

Skills and Behaviours

Key Technical Skills

The incumbent needs to demonstrate the following key technical skills:

- A proficient understanding of operating systems and networking.
- A strong understanding of workstation support, troubleshooting and help desk issues
- A general understanding of web development
- Experience with multi media hardware and software

Other Skills and Behaviours

The incumbent also needs to demonstrate:

- Desire to undertake challenging tasks in pursuit of long term positive outcomes.
- Collaborative approach to the development of quality IT infrastructure.
- Sensitivity towards and understanding of Cook Islands culture.
- Commitment towards positive outcomes in providing high quality education for all.
- Good verbal and written communication

Qualifications

- A tertiary or industry qualification with a strong focus on Information and Communication Technology at the degree/diploma level

Description of Services

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

System Administration

Support Systems Administrators to maintain and administer the Ministry of Education and schools' computers, firewalls, networks and peripherals,

Monitor school internet connectivity.

Training and Staff Development

Provide guidance/assistance relating to the use of standard computer applications (Microsoft Office) and electronic equipment (digital camera)

Provide basic training/orientation for new MoE staff as appropriate (access to File Server, email, internet).

Prepare relevant user-documentation and operational procedures

Ensure knowledge currency by ongoing professional development and reading.

Support

Provide direct support to the Systems Administrators and Media/Communications Officer to achieve division objectives

Provide help desk support to Ministry of Education staff and schools.

General

Performs other miscellaneous duties as assigned by senior management and Secretary of Education.

Protects organization's value by keeping information confidential.

Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments; works as part of a team.

Outputs

OUTPUT	KEY PERFORMANCE INDICATORS
System Administration support provided	<ul style="list-style-type: none">• All assigned infrastructure tasks completed.• Firewalls updated monthly and security report presented monthly
Ministry of Education and schools' ICT support services are provided in a timely manner and meet requests	<ul style="list-style-type: none">• End User feedback survey collected and analysed• Support ticketing system used• Monthly ICT Report produced• Internet usage monitored monthly
Ministry of Education and school staff are ICT literate	<ul style="list-style-type: none">• Training conducted and reviewed annually
Direct Support to ITC team members	<ul style="list-style-type: none">• Website modified and content updated.• New websites developed as required• Complete project tasks to support divisional objectives

Personal Commitments

Demonstrated evidence of ability to commit to the following principles:

- Ministry of Education vision, mission and goals, including the Education Master Plan
- Working with Ministry of Education staff, schools and other Government and Non-Government Organisations in a culturally sensitive and appropriate manner.

Certification:

Secretary of Education

Date: