

POSITION DESCRIPTION

Title: Trainee Support Technician (Intern)
Location: Ministry of Education, Rarotonga, Cook Islands
Employment Status: Internship
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

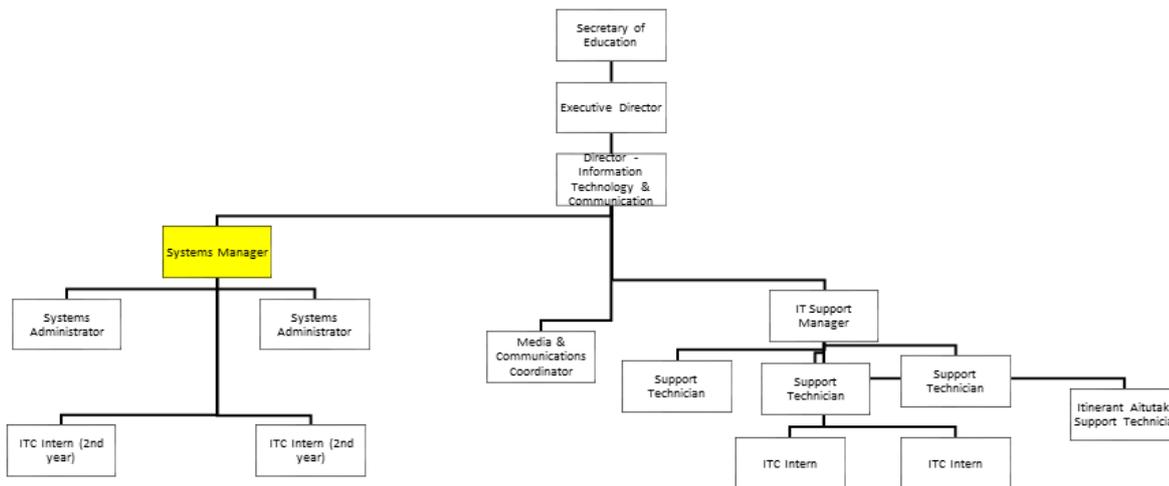
Pride
Support
Loyalty
Sensitivity
Equity

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.

Organisation Structure – Information Technology and Communications Division



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 that the Ministry of Education complies with Information and Communication Technology statutory requirements in terms of adherence to relevant Acts and Policies .To ensure the protection, confidentiality, availability and integrity of the network through developing a Ministry of Education backup and IT disaster recovery plan.
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- 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.

Appointee Specification

Knowledge and Experience

- Familiarity with the following areas
 - Microsoft Office, Microsoft Desktop Operating Systems
 - Email and web browsing
- Some exposure to server systems preferred.
- Hold a current driver licence and drive both manual and automatic vehicles, cars and motorbikes.

Qualifications

No formal qualifications required – on the job training provided.

Skills and Behaviours

The incumbent needs to demonstrate the following key skills:

- Ability to think logically and follow instructions.
- Sensitivity towards and understanding of Cook Islands culture.
- Confident verbal and written communication skills, Cook Island Maori and English preferred.
- Good customer service skills and able to relate well with people.
- Is trustworthy, responsible and most of all reliable
- Desire to learn.

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.

1. To provide technical support throughout the Education sector, including resolving incidents remotely, site visits, by telephone, or by working with other IT staff or third party service providers.
2. To service, repair or upgrade software and equipment as required or necessary.
3. Maintain an up to date register of ICT assets inventory.
4. Assist with the installation of new/upgraded IT equipment and software.
5. Assist with the delivery of training to users.
6. Provide periodic reporting of work progress to supervisor and to CEO ITC.
7. To promote the roles of the ICT Division as the central contact point for all Education users.
8. Performs other duties as assigned.

Outputs

OUTPUT	KEY PERFORMANCE INDICATORS
ICT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable	<ul style="list-style-type: none"> • Systems are updated • Backups completed • Network modified according to instruction.
Ministry of Education and schools' ICT support services are provided in a timely manner and meet requests	<ul style="list-style-type: none"> • Support Provided • ICT Maintenance Schedule and Register • Support ticketing system used
Ministry of Education and school staff are ICT literate	<ul style="list-style-type: none"> • Deliver and assist with Training
ICT portfolio (hardware, software) developed and managed	<ul style="list-style-type: none"> • Assets maintained in registry
Ministry of Education and Schools adhere to ITC divisional guidelines.	<ul style="list-style-type: none"> • Basic School Audit reports prepared

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.

Secretary of Education

Date: