

POSITION DESCRIPTION

REF 1105: ICT Helpdesk (National Office)

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|---------------------|---------------------------|-------------------------|--------------------------|
| Salary Scale | \$14,160.00 - \$17,700.00 | Position Type | Established [3 years] |
| Structure: | Department: | Corporate Services & SP | |
| | Sub – Section | ICT | |
| Reports to: | Team Leader ICT | | |
| Location: | National Office | | |

About Our Organisation

The Water Authority of Fiji is a corporate body established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and also setting up water supply systems in rural areas.

Position Objective

The ICT Helpdesk is responsible for providing IT technical support to WAF employees that assists in the timely resolution of their day-to-day IT related duties and issues. This position reports to the Team Leader ICT.

Key Accountabilities

- Responsibility as initial contact for all internal and external technical support required for the following effectively and efficiently delivered:
 - computer workstation
 - hardware and software
 - network
 - operating system
 - printing
 - Internet access problems.
 - create user account & update active directory
 - purchasing of IT peripherals
 - controlling helpdesk logs\assigning to technicians
 - update and maintain all the IT equipment
 - configuration of email, internet proxy and joining of PC's to WAF domain via phone\desktop
 - configuration of new laptop\computer
 - Installing software e.g. Visio, Project etc.)
 - troubleshooting computer
 - backup user data and format

- dispatch machine after fixing
 - attending to fault via phone\email
 - remote access and troubleshooting of user machine
 - installing printer
 - making network cable
 - fixing login error such as problems and signing in the domain
 - renaming user profile
 - dispatch of toner to another depots
 - re-setting of user password
 - connecting tele-conference in Fiji and abroad for WAF users when required
- timely and professional answering of the help desk phone
 - appropriate recording/logging of each call
 - efficiently and successfully carrying out first level corrective action
 - timely pIT installations and upgrades
 - moving and/or applying changes for computer workstation hardware and software, printers, tape drives, CD-ROM drives, and other peripheral devices
 - Confidentiality of all communications upheld at all times
 - A professional and amiable relationship maintained with all stakeholders problem escalation to second level corrective action when necessary
 - IT installations and upgrades
 - moving and/or applying changes for computer workstation hardware and software, printers, tape drives, CD-ROM drives, and other peripheral devices
 - Robust and relevant periodic reports prepared and submitted to superiors
 - Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making

Position Specification

Competencies

QUALIFICATION REQUIREMENT

- Diploma in Information Systems, or Computing Science, or Network Engineering. Continuing Students pursuing Degree (in Information Systems, or Computing Science, or Network Engineering) can also apply if they have completed 75% of their Education.

EXPERIENCE, SKILLS, & ABILITIES

- 3 years' experience in ICT related field
- Must have full valid driving license
- Significant experience in the installation and monitoring of ICT hardware and network infrastructure within the organisation
- Strong knowledge of LAN/WAN configurations to include experience with Cisco routers & switches, Internet firewalls, and wireless technology
- Appropriate knowledge in appropriate vendor specific database systems such as SQL Server

- Relevant knowledge in Windows Server platforms and operation of Email and Active Directory Server systems.
- Significant experience in the installation and monitoring of ICT hardware and network infrastructure within the organisation
- Experience in rectifying printer issues and configuring the printer in the LAN.
- Knowledge and Experience in specific UPS sizing and Installation.
- Able to operate and manage the helpdesk ticketing software and generate reports for analysis

WHERE TO SEND YOUR APPLICATION

Typed applications of no more than three (3) pages must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

Applications should be marked “**Confidential REF 1105: ICT Helpdesk (National Office)**” and should be received no later than **5pm on the 27th January, 2023** and could be:

Mailed to:

The Manager Human Resources
Water Authority of Fiji

Hand delivered to:

Human Resources Unit
Level 3, Manohan Building

Emailed to:

or hr_recruit@waf.com.fj