

JOB AND TASK DESCRIPTION

Job Title: IT Support Specialist - 1st Line

Directorate: Corporate Business

Grade: K

Reports To: IT Infrastructure and Operations Manager

General information

The Information Technology Services (ITS) forms part of the Corporate Business Directorate and serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The Section contributes to the Secretariat's IT strategy and contributes to the proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications.

The Support team's role is to ensure that the existing office and associated systems are fully functional at all times, therefore contributing to staff productivity and improving the quality of the Secretariat's output. The team is also involved in recommending and implementing new systems and upgrades as appropriate.

The team also plays an active role in the building and upgrading of the skills and knowledge of staff in the use of computers and relevant software applications as well as supporting a network of desktops, servers and associated printers and peripherals.

Job Summary

The post-holder works on the IT Service desk, providing appropriate and timely first-line support for users working within the Commonwealth Secretariat headquarters and remote offices.

The IT Systems Specialist reports to the IT Operations Manager who has overall responsibility for the IT Service desk.

Key Responsibilities

- Resolve technical support issues that arise from calls and emails.
- Administer hardware, office applications and communications solutions.
- Adhere to the agreed help desk processes and procedures.
- Implement business continuity procedures as instructed.
- Assist in setting up hardware and IT applications
- Maintain and manage Mobile Device Management solution
- Keep up-to-date with new internal IT developments.
- Administer mobile telephony, and video presence solutions.
- Analyse faults and resolve them in adherence to Service Level Agreements.
- Diagnose problems and take appropriate action, escalating problems to other members of the support team when appropriate.
- Support users on site or remotely.
- Monitor performance of hardware and communications infrastructure and escalates incidents and issues as necessary.
- Participate in Supplier and contract management tasks.
- Install, tests, repairs and maintains equipment.
- Adhere to security and risk management mechanisms and procedures.
- Deliver training to users.
- Provides occasional out-of-hours support.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform any other duties that may be required from time to time.



Person Specification

Education:

- Certifications in Network Engineering.
- Certified IT Technician or equivalent.

Experience:

A minimum of three years' experience in a help desk support role.

Desirable:

- Relevant Microsoft Certifications.
- CISSP or equivalent.
- ITIL certification.

Skills:

- Proficient in MS Office administration.
- Excellent Diagnostic Skills.
- High personal standards of excellence.
- Demonstrated commitment to Commonwealth values.
- Excellent Verbal and written communication skills in English. Interpersonal skills.
- Creative thinking and solution building abilities.
- Analysis and synthesis skills.
- Numerically literate.
- Technologically savvy.
- Ability to work autonomously and in teams, and in a multi-cultural work environment.
- Demonstrated drive and initiative, a self-starter with a can-do attitude.

Competencies:

Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Challenges others to rectify biases in behaviour, systems & process

Communication

Ensures information is communicated to and from the top level and filtered through the appropriate channels

Communicates effectively with and gains understanding of top level stakeholders e.g. Heads of member states

Planning & Analysis

Effectively assesses and advises on major programmes / activities at a divisional level

Balances focus in order to deliver both Commonwealth Secretariat and member states' goals

Ability to interpret incomplete and/or ambiguous information

Effectively analyses and assesses new or uncertain critical situations

Adapting and Innovating

Identifies opportunities to improve Commonwealth Secretariat structures, processes and/ or outputs, and influences others towards those goals

Identifies with and considers member states' perspective and directs initiatives aimed at improving the services provided to them

Adhering to Principles & Values

Sets example and embodies Commonwealth Secretariat principles and values
Demonstrably protects the reputation of the Commonwealth Secretariat

Interprets and implements Commonwealth Secretariat principles and values

Leadership & Development

Mentors a number of employees at a senior level

Recognises the talent in the Commonwealth Secretariat, seeking to develop, support, and grow it

Directs the energy of the organisation towards a common goal

Provides an example to others by demonstrating moral courage in the face of challenging circumstances