

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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**Job Title:** Assistant IT Services Officer

**Division:** Corporate Services Division

**Job Grade:** Y (Young Professionals Programme)

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**Reports to:** Head of IT, IT Services Section

**Location:** London, UK

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**General Information**

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 53 member governments in advancing democracy, development and respect for diversity.

The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

It has an annual budget of approximately £50 million and currently a staff of approximately 300.

**Young People in the Commonwealth**

Young people (under 30) constitute more than 60% of the population of the Commonwealth, and the wellbeing and development of this 1.2 billion youth cohort are essential to the success of the Commonwealth and its 53 member states.

The Commonwealth sees young people as assets to their societies, with a proven capability to contribute to and lead change. It is vital to ensure they are developed and empowered to realise their individual potential, and to contribute to their countries' development and the success of the Commonwealth.

Accordingly, under its Young Professional Programme, the Commonwealth reserves a number of junior technical positions for young people.

**Information Technology Service Section**

The Information Technology Services (ITS) Section forms part of the Corporate Services Division (CSD) and serves as a focal point to establish relevant standards of technology to

support the Secretariat's business 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 is responsible for the Secretariat's IT strategy and contributes to the selection of broad technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. Following ITIL best practices 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 role of the Section is to ensure that the existing office and associated systems are fully functional at all times, thereby 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, printers and peripherals servicing 300 users.

### **Job Summary**

The Assistant IT Services Officer is responsible for providing technical and administrative support to the Information Technology Services Section of the CSD team.

The Assistant IT Services Officer role is for a two-year term, as part of a new Commonwealth Young Professionals Programme (YPP). Therefore, as well as the role described above, the Assistant IT Services Officer will also participate in YPP professional development opportunities and experiences. He/she will also contribute to developing and strengthening the YPP.

### **Key Responsibilities**

Supports IT Services delivery by:

- Administering and maintaining all internal IT Policies and Procedures to ensure they are relevant and up to date
- Assisting in the procurement requirements of the IT Services Section including requisitions, order management and invoice management
- Responsible for maintaining IT assets (including hardware, software and service agreements)
- Support the IT Change Management process through ITIL change management procedures
- Assisting the IT Service Desk to resolve technical support issues that arise from calls and emails
- Provide administrative support and assistance for IT projects
- Monitor and manage billing for telecommunications including allocation of recharges
- Provide timely and accurate IT Reporting including SLA and KPI reporting

- Coordinate and support IT meetings (including IT vendor meetings), workshops and training sessions including providing logistical and documentation assistance
- Carries out any other appropriate duties as required by IT Management for the efficient operation of the organisation in a continually evolving environment.
- Participates in professional development opportunities as a participant of the Young Professionals Programme. Contributes to development / strengthening of the programme.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Performs any other duties as may be required from time to time.

### **Person Specification**

This role forms part of the Young Professionals Programme (YPP), so to be considered candidates must be no older than 27 years old as at the close of applications.

#### **Education:**

- A strong bachelor degree or equivalent in IT/Computing. Degrees in related fields such as Mathematics or Engineering may be considered.
- Relevant IT certifications highly desirable.

#### **Experience:**

##### *Essential*

- At least one year of demonstrated work experience in the support and delivery of IT services. The work experience may be gained through a combination of paid employment, volunteer, placement, apprenticeship or internship positions.
- Sound and demonstrated knowledge of IT.
- Demonstrated experience in customer service.

##### *Desirable*

- It is highly desirable that candidates will be able to demonstrate experience in a number of the following areas:
  - Administrative support within a professional environment
  - Microsoft Windows based IT systems
  - Working in a developing country and/or in a highly multicultural context.
  - Working in/with Government, intergovernmental or international NGO organisations.

#### **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.
- Strategic thinking and operational planning capabilities.
- Analysis and synthesis skills
- Administrative and organisational abilities, including an eye for detail.
- 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:

<b>Working with Others</b>
Regularly shares information of value with colleagues Shows commitment to delivering on key agreements made to colleagues Makes an effort to view a situation from the other party's perspective as well Demonstrates awareness and sensitivity to colleagues' pressures Develops a wide network, including senior level contacts to facilitate activities and further own knowledge Develops long term relationships across cultures and/or geographical boundaries Uses relationships to identify the best people to help in the completion of tasks Tactfully deals with difficult people to gain buy-in and manage their expectations
<b>Communication</b>
Interacts and communicates effectively with internal/external contacts Ensures information is communicated to all the appropriate people Provides feedback to more senior colleagues effectively, providing justification where necessary Uses the correct method of communication, depending on the message and the audience Anticipates objections in dialogues and prepares convincing responses Writes reports and papers that are succinct accounts of key information
<b>Developing &amp; Applying Professional Expertise</b>
Proactively identifies how to develop specialist knowledge Takes learning from previous experience and applies it appropriately Demonstrates willingness to learn new skills and/or approaches
<b>Respect for Diversity</b>
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 Identifies biases in systems & processes



## Adhering to Principles and Values

Adapts professional style to suit different situations with different individuals where appropriate

Takes ownership of assigned tasks, honours deadlines

Ensures timely delivery of outputs within defined cost and quality standard parameters

## Adapting and Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Drives forward improvements and innovations within own area of responsibility, adding value where appropriate

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective

Will effectively reorganise activities when faced with changing contexts and demands

Promotes new ideas that are picked up by senior colleagues

Adapts personal style to meet the needs of others