

JOB AND TASK DESCRIPTION

Job Title: IT Support Specialist -1st Line

Division: Corporate Services Division

Grade: K

Reports To: IT Infrastructure and Operations Manager

General information

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 proper selection of broad 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, printers and peripherals servicing 300 users.

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 Infrastructure and Operations Manager who has overall responsibility for the IT Service desk and wider support team.

Task description

The post-holder:

- Deals with internal support requests from staff at all levels.
- Patch management in the areas of telecoms and networking.

- Resolves technical support issues that arise from calls and emails.
- Administer and manage all telecommunication solutions (PBX, ISDN and mobile).
- Adheres to the agreed help desk processes and procedures.
- Administer and maintain all internal and third party backup business continuity solutions.
- Assists in setting up hardware and IT applications.
- Maintain and manage Mobile Device Management solution.
- Keeps up-to-date with new internal IT developments.
- Administer mobile telephony, and video presence solutions.
- Analyses faults and resolves them in adherence to SLAs.
- Diagnoses problem and takes appropriate action, escalating problems to other members of the support team when appropriate.
- Visits users on site when necessary.
- Remote Administration and support to mobile users and remote offices.
- Installs, tests, repairs and maintains equipment.
- Installing, configuring and supporting imaging and printing devices.
- Delivers training to users.
- Any other duties that may be required.
- Provide occasional out of hours support.
- 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

Education/ Qualifications

Essential: Relevant Microsoft Certifications
Proficiency in Microsoft Desktop Applications and Software

Desirable: Proficiency in Active Directory, SQL, MS Exchange, Server 2008/2012, MOS Certified, Telecoms and Backup Technologies

Experience:

Essential: A minimum of three years' experience in a help desk support role.
Either certified PC engineer or possess other formal hardware training.

Competencies

Applicants should be able to demonstrate:

- Ability to perform component level repair
- Have the ability to diagnose and repair faulty hardware within a specified time frame
- Be able to carry out reactive and proactive technical service functions as per manufacturers' guidelines, use own initiative to streamline work process and to provide feedback timely.
- Team worker, actively and willingly participating and supporting decisions and objectives
- Effective interpersonal and communication skills, including the ability to interact effectively at all levels;
- Strong analytical skills used in problem solving;
- Open to change and able to adapt to new working practices;
- In addition, all staff appointed to the Secretariat are expected to meet the core requirement of working effectively and sensitively in a multicultural environment.

Competencies:

Respect for Diversity

Works effectively with people from all backgrounds.

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

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

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

Working with Others

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
Uses empathy and cultural awareness to facilitate working relationships
Tactfully deals with difficult people to gain buy-in and manage their expectations

Developing & Applying Expertise

Takes learning from previous experience and applies them appropriately
Demonstrates willingness to learn new skills and/or approaches
Makes attempt to improve knowledge skills and attributes through continued personal development

Planning and Analysis

Organises own workload with minimal supervision
Accurately interprets instructions and carries out necessary actions
Recognises the importance of accuracy and pays appropriate attention to detail
Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately
Agrees new timescales when faced with competing activities

Accountability

Ensures timely delivery of outputs within defined cost and quality standard parameters.
Takes ownership of assigned tasks, honours deadlines (L1)
Ensures timely delivery of outputs (L2)

Communication

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

Confidently articulates a point of view

Expresses ideas and suggestions in a positive, persuasive manner

Communicates both written and verbal ideas clearly