



Solomon Islands National Provident Fund Board

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The Solomon Islands National Provident Fund (SINPF) was established by the SINPF Act 1973 making it the only National Superfund in Solomon Islands.

SINPF R&S Form 2

Job Description

Part 1: Position Detail		Part 2: Position Location	
Position Title:	IT Help Desk Officer	Department:	Information Technology
Position level:	5.01	Section:	NA
Position No: (existing positions only)	-	Workstation/ Location:	NPF Building.
Position Status:	Full Time	Province:	Honiara
Position Role			
The key role of this position is to Install, Configure, Monitor and maintain the computer systems and the network. Diagnose hardware/software faults and solve technical and application problems, either over the phone or in person. Responsible also for the IT Inventory, IT Office Supplies and Fund's Document Management System.			

Part 3: Reporting Responsibility	
Reports to; 1. Manager and Assistant Manager IT	Directly Reports to; 1. System Network Administrator
Key Stakeholders	
Internal/External stakeholders? Internal – All Department.	External – NA

Part 4: Position Detailed Requirements

4.1 – The Key Duties and Responsibilities

The key duties and responsibilities of this position will require to competitively performing the following tasks:

1. Assist Systems Network Administrator in administering and managing all support calls & user requests and ensure all support calls are resolved promptly.
2. Installing and configuring computer hardware operating systems and applications;
3. Troubleshooting system and network problems and diagnosing and solving hardware/software faults and recommend parts replacement or to outsource repair; providing support, including procedural documentation;
4. Supporting the roll-out of new applications;
5. Setting up new users' accounts and profiles and dealing with password issues
6. Administer the Fund's Helpdesk System
7. Perform scheduled and planned routine, equipment service cleaning, removal of dust and safety checks of hardware items such as desktops, laptops and printers.
8. Perform imaging, installation or image deployment of the computer operating

- systems and the software applications that are authorize to use in the Fund.
9. Participate in the migration, configuration and rollout of new or upgraded hardware and software.
 10. Organize and prepare computer hardware items for tender and to present specification of disposal and updating of records in consultation with asset register officer.
 11. Provide regular and detailed update reports on resolved calls via the Helpdesk System and action the plans for outstanding incidents.
 12. Assists with procurement of approved IT consumables
 13. Any other duties as may be assigned by Systems Network Administrator, Assistant Manager IT and Manager IT.

4.2 – The Key Result Areas and Key Performance Indicators *[Insert the expected Key Focus Areas [(KRA), (KPIs)] in the schedule below]*

Main Duties and Responsibilities		Rating	
Key Result Areas	Key Performance Indicators	Weight of KPI	Target (% , No. of Days, Date. etc.)
	<i>To be inserted upon commencement of duty</i>		

4.3: Required Qualifications To Be Successful	
Key Qualification(s)	Other Required Qualification
Bachelor Degree in Information Technology and other related field	2-3 Years of work experience in Information Technology field

4.4 Expected Capabilities and Attributes

The required expected capabilities and attributes to be possessed by the incumbent to this position includes but not limited to the following;

1. The incumbent is expected to competitively perform the role in accordance with the Solomon Islands National Provident Fund Act, Regulation and ICT Policy.
2. Displays operational capabilities in managing time, work plan and problem solving
3. Uphold the SINPF Board values, code of conduct and policies.
4. Display Leading-self capabilities with humane qualities and team oriented.
5. Cultural understanding and recognizing of staff ICT needs
6. Diligent in exhibiting excellent personal and professional etiquettes and netiquettes.

4.5 – Expected Standards for Selection

To be considered for this position the following are the expected standards required:

1. Equipped with ICT knowledge and skills to manage and maintain support calls, installing and configuring computer hardware operating systems and applications.
2. Creative and industrious in troubleshooting and solving IT needs
3. Capable in managing helpdesk workload services, application upgrades and maintenance.
4. Equipped with procurement skills, ability to design and implement plans to reduce IT work related issues.
5. Competitive in investigative, analytic and problem solving qualities.
6. Energetic and willingness to work with supervisors and treating all staff with impartiality.

<p>Annual Salary: As per SINPF Salary Level L5.01</p> <p>Fortnightly Salary: As per SINPF Salary Level 5.01</p> <p>Annual Leave Entitlement: 30 Working Days</p>	<p>Accommodation: As Per SINPF Housing Policy</p> <p>Staff Medical Welfare: As Per SINPF Staff Medical Welfare Policy</p> <p>Transport Allowance: As Per SINPF Transport Policy</p>
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Part 6: For Official Use	
<p><i>Having fulfilled the objectives verifying the accuracy of this Job Description as expected to meet the SINPF Board goals and objectives I hereby endorse this Job Description.</i></p>	
<p>Other Remarks</p>	