



*Secretariat of the Pacific Regional Environment Programme
(SPREP)*

JOB DESCRIPTION
INFORMATION TECHNOLOGY NETWORK &
SYSTEMS SUPPORT ENGINEER (ITNSSE)



A. Background Information on SPREP

SPREP is a regional organisation established by the Governments and Administrations of the Pacific region to look after its environment. It has grown from a small programme attached to the South Pacific Commission (SPC) in the 1980s into the Pacific region's major intergovernmental organisation charged with protecting and managing the environment and natural resources. It is based in Apia, Samoa, with about 60 staff.

The Pacific island Governments and Administrations saw the need for SPREP to serve as the conduit for concerted environmental action at the regional level. The establishment of SPREP also sends a clear signal to the global community of the deep commitment of the Pacific island Governments and Administrations towards sustainable development, especially in light of the outcomes of the World Summit on Sustainable Development in the form of the Plan of Implementation, the Millennium Development Goals and Declaration, the Barbados Plan of Action and Agenda 21.

Mandate

SPREP's **mandate** is to promote cooperation in the Pacific islands region and to provide assistance in order to protect and improve the environment and to ensure sustainable development for present and future generations.

Vision

SPREP's **vision** is that people of the Pacific islands are better able to plan, protect, manage and use their environment for sustainable development.

Focus

SPREP's unique **focus** is to sustain the integrity of the ecosystems of the Pacific islands region to support life and livelihoods today and tomorrow.

Members

SPREP has 21 Pacific island member countries (American Samoa, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Northern Marianas, Palau, Papua New Guinea, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu and Wallis & Futuna) and four developed countries (Australia, France, New Zealand and United States of America) with direct interests in the region.

Programmes

The Secretariat's work is delivered through two Strategic Programmes: Island Ecosystems and Pacific Futures.

- The Island Ecosystems Programme includes components of terrestrial, coastal and marine ecosystems management, species of special interest and people and institutions.
- The Pacific Futures Programme includes components of waste management and pollution control, environmental planning, climate change and atmosphere, environment monitoring, reporting and multilateral environmental agreements and regional coordination mechanisms. Assisting the region to understand and address sustainable development issues is an essential element of this mandate.

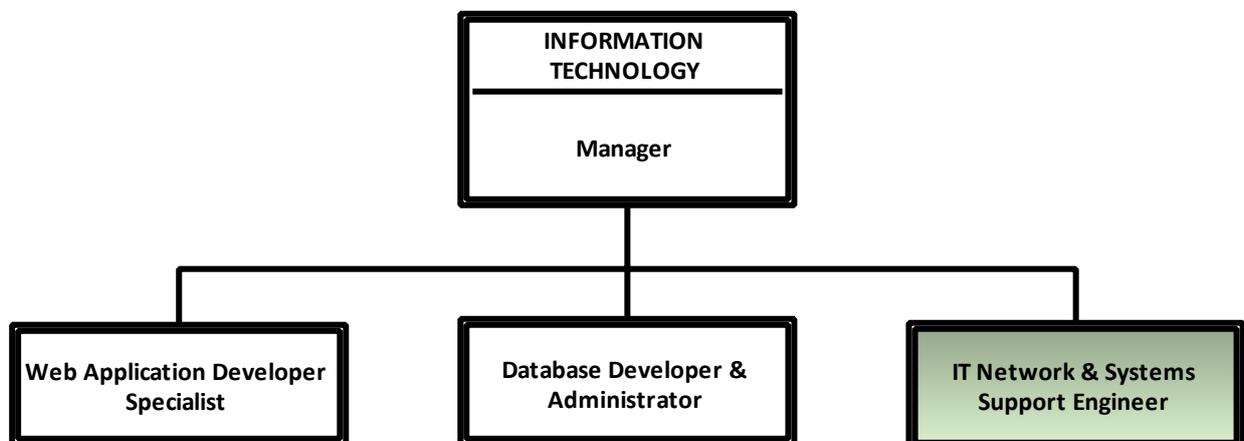
Corporate Services

Corporate services provide the necessary support to ensure the efficient and effective delivery of the Programmes through: Finance, Human Resources & Administration, Information Technology, Information Resources and Communications.

B. JOB DESCRIPTION

Job Title:	IT Network & Systems Support Engineer
Programme:	Corporate Services
Group / Team:	IT
Responsible To:	IT Manager
Responsible For: (Total number of staff)	N/A
Job Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none">▪ Develop, administer and manage the SPREP local and wide area network (LAN/WAN);▪ Provide technical assistance and support for IT systems including servers, communications and backups.
Date:	31 July 2010

Organisation Context



Key Result Areas

The position of **IT Network & Systems Support Engineer** encompasses the following major functions or Key Result Areas:

1. Development and administration of the Local Area Network
2. Support and administration of IT and communication systems
3. Capacity Building
4. Assistance on all IT-related functions

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
<p>1. Development and administration of the Local Area Network</p> <ol style="list-style-type: none"> a. Develop and administer the SPREP local and wide area network (LAN/WAN) infrastructure b. Deploy security measures to maintain the integrity of data on the SPREP LAN c. Develop, manage and test Disaster recovery plans for SPREP Local Area Network 	<ol style="list-style-type: none"> a. LAN/WAN infrastructure is well supported, maintained and reliable and uses proven technology b. SPREP LAN/WAN is secured and data security is maintained c. A fully developed Disaster Recovery Plan is available and is regularly tested
<p>2. Support and administration of IT and communication systems</p> <ol style="list-style-type: none"> a. Administer and provide support and maintenance for front-end and back-end servers b. Administer and provide support for equipment required for teleconferences and routine maintenance of PABX and communication systems c. Administer and maintain routine System Backups 	<ol style="list-style-type: none"> a. Organisation servers are well supported, maintained and backed up b. Existing and new organisational Communication system are well supported, maintained and using appropriate technologies <ul style="list-style-type: none"> • Video and voice tele-conferencing communications • Telephone communications PABX system c. Organisational backups are routinely done and SPREP is able to successfully recover from any major disaster
<p>3. Capacity Building</p> <ol style="list-style-type: none"> a. Prepare and deliver Information Technology training courses in computer networks, Microsoft and other Desktop Applications b. Provide high quality End user support services to SPREP Staff and authorized network users 	<ol style="list-style-type: none"> a. Trainings are prepared and delivered for SPREP staff or participants from member countries as needed b. End user support is provided for SPREP staff or authorised network user

<p>4. Management of IT Inventory and assistance on all IT-related functions</p> <p>a. Manage IT Inventory and administer procurement & disposal of IT Equipment</p> <p>b. Deploy appropriate IT systems and services for SPREP arranged conferences, meetings, workshops and seminars</p> <p>c. Provide monthly staff internet and phone usage reports</p>	<p>a. IT inventory is maintained and updated and procurement and disposal of equipment is well organised and managed</p> <p>b. IT requirements for conferences and workshops are promptly met and supported</p> <p>c. Finance section are able to charge programmes for their usage of core services</p>
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Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.

This section may be copied directly into the Performance Development forms.

Work Complexity

Most challenging duties typically undertaken:

- Maintain and support the network infrastructure to support all forms of data communication, considering a wide range of technologies involved and the need to be reasonably competent in all these technologies.
- Current trends and emergence of cyber-criminal activities has made maintaining security in any network quite a challenge

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <ul style="list-style-type: none"> • National, regional and international organisations <p>Internal</p> <ul style="list-style-type: none"> • Executive Management • Programme staff • Corporate Services 	<ul style="list-style-type: none"> • Communications / negotiations / business transactions / sharing systems • Service / Reporting / communications • Advice / support / assistance • Enquiries / staff issues

Level of Delegation

The position holder:

- manages an operational budget
- has authority to commit funds, certify and approve payments up to a certain limit in own operational budget
- can seek funding opportunities for own work area

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential

1. Minimum qualifications of a Bachelor degree in Information Technology, Computer Science or a relevant field

Knowledge / Experience

Essential

2. At least 5 years' relevant work experience, with emphasis on network support and administration
3. Proven practical experience in Microsoft Office technology, Backup and Disaster Recovery and other IT systems
4. Demonstrated experience in designing and conducting training courses for IT systems
5. Excellent oral and written communication, interpersonal skills and demonstrated ability to work in a team within a multi-disciplinary and multi-cultural environment

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none">• Computing• Problem Solving• Reporting Skills• Excellent communications• Fluency in English• Ability to set priorities• Team Building
Advanced level	<ul style="list-style-type: none">• Flexible approach• Willingness to assist with other programmes
Working Knowledge	<ul style="list-style-type: none">• Interpersonal skills and cultural sensitivity• Commitment to continuous improvement
Awareness	<ul style="list-style-type: none">• Ability to work well with other programmes

Change to job description

From time to time it may be necessary to consider changes in the Job Description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

C. REMUNERATION PACKAGE – TERMS & CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of 3 years initially with possible renewal up to a maximum of 6 years subject to performance during the initial term, continuity of related programme activities and availability of funds

Grade: Appointment will be at the Grade I of SPREP's authorised salary scale for professional staff.

Salary: The basic salary range for this position is expressed in International Monetary Fund Special Drawing Rights (SDRs). The salary range is from SDR29,015 to SDR39,754 (including COLDA) depending on the successful candidate's qualifications and experience. Currently, the equivalent salary in Samoan Tala is SAT\$114,729 to SAT\$157,192 per annum (including COLDA).

Adjustments: Professional staff salaries and appropriate allowances are paid in Samoan Tala and adjusted every month based on the monthly average in the value of the SDR relative to the Samoan Tala (SAT) at the time the salary payment is processed. SDR movement however is limited to within 5% above or below a reference point set annually. Remuneration is paid monthly in SAT equivalent. The international currency exchange rate at the time of writing is approximately USD1.00 = SAT\$2.54

Term: For those recruited from outside Samoa, the term begins from the day the appointee leaves his or her home to take up the appointment. Appointment is subject to a satisfactory medical examination, as well as a 6 months' probationary period.

An appointment is terminated by (i) completion of term of contract (ii) one month's notice by either party (iii) without notice by either party paying one month salary in lieu of notice or (iv) dismissed with or without notice as a disciplinary measure.

For staff recruited from outside Samoa, the following applies:

Relocation Expenses: SPREP will meet certain appointment and termination expenses for professional staff recruited from outside Apia, Samoa, including transport and accommodation en-route for the appointee and accompanying dependant(s) between home and Apia, and return, by the shortest and most economical route. This includes:

- economy class airfares;
- reasonable cost of packing, insuring, shipping and transporting furniture, household and personal effects on a 20ft container; and,
- up to 20 kilos of excess baggage for the appointee and family.

Establishment Grant: A lump sum, of SDR1,100 is payable upon taking up appointment and arrival in Apia.

Temporary Accommodation and Assistance: On arrival in Apia, the appointee and dependant(s) are entitled to temporary accommodation at a suitable hotel or other fully furnished accommodation for up to 6 working days. The appointee will be assisted to settle into Apia. This will include help in finding suitable rental accommodation.

School Holiday Travel: One return economy class flight each year between the place of education (taken to be recognized home) and Apia by (i) each dependent child being educated outside Samoa or (ii) the staff member or spouse to visit the child, providing the journey is not made within the final 6 months of the contract.

Home Leave Travel: Return economy class airfares between Apia and the recognized home for the staff member and dependants after completing 18 months of service for 3-year contracts providing no travel is undertaken within the final 12 months of the contract.

Privileges and Immunities: SPREP remuneration is tax-free for non-citizens or non-residents of Samoa, including duty-free importation of household and personal effects which have been owned and used by them for no less than six months, within 6 months of taking up appointment.

Repatriation allowance: The appointee is entitled to a repatriation allowance equivalent to two week's salary, upon successful completion of contract, provided the contract is not extended or renewed.

For ALL professional staff, the following applies:

Cost of living differential allowance (COLDA): Cost-of-living differential allowance reflects the comparative cost of living difference between Suva and Apia. This allowance is reviewed periodically based on data determined by an independent reviewer.

Education Allowance: Education expenses maybe reimbursed against actual receipts for dependent children, to cover up to 75% of the actual cost of tuition and boarding fees only. Currently the allowance is up to a maximum of Samoan Tala \$15,600 per annum per dependent child, with an overall maximum of Samoan Tala \$46,800 per annum per family of 3 or more eligible children.

Housing Assistance: Professional staff shall receive housing assistance of 75% of the typical rent payable in Samoa for expatriate executive furnished housing. The current rate is SAT\$2,138 per month. This assistance shall be reviewed annually and adjusted on relative movement in the local rental market.

Annual Leave: 25 working days a year (up to a maximum accumulation of 50 days).

Sick Leave: 30 working days a year (up to a maximum accumulation of 90 days).

Other Leave: Provisions also exist for maternity, family (compassionate and paternity) and special (without pay) leave.

Duty Travel: SPREP meets travelling expenses at prescribed rates necessarily incurred by staff required to travel away from Apia on official business.

Personal Accident Insurance: All employees are covered by SPREP's 24 hour Life and Personal Accident Insurance Policy.

Medical Benefits: All employees and their dependants are entitled to have all reasonable medical,

dental and optical expenses met, as determined by the Director, under the terms and conditions of the SPREP in-house Medical Treatment Scheme.

Superannuation: An expatriate contract staff member will receive a superannuation allowance of 7% of basic salary. For local contract staff, SPREP will pay 7% of basic salary to the Samoa National Provident Fund.

Definitions:

'Dependant' means the financially dependent spouse or dependent child of an employee.

'Dependent child' means an employee's unmarried, financially dependent, natural or legally adopted child who is:

- under the age of 16 years; or
- under the age of 19 years if undertaking full-time study at a secondary school; or
- under the age of 22 years if enrolled and undertaking full-time study at a university or other tertiary institution; or
- mentally or physically incapacitated.

'Expatriate' means a professional staff member, not a citizen or permanent resident of Samoa, who resides in Samoa only by virtue of employment with SPREP.

Equal Opportunities: SPREP is an Equal Opportunity Employer. Men and women are equally eligible for all posts in SPREP.

General: Appointment will be under the terms and conditions of SPREP's Staff Regulations, a copy of which will be made available to the successful applicant.

4. ADMINISTRATIVE INFORMATION

Applications should include:

1. A detailed curriculum vitae containing full personal details;
2. A statement to address how each Essential Selection Criteria is met;
3. Names and contact addresses for at least three professional referees who are prepared to provide testimonials – prefer the most recent employers and/or supervisors; and,
4. Indication of possible starting date if successful.

All applications to be clearly marked “Application for Information Technology Network & Systems Support Engineer” and addressed to: The Director, SPREP, P O Box 240, Apia or alternatively to email address: sprep@sprep.org

For further enquiries, the Personnel Officer can be contacted on telephone (685) 21929 ext 230 or Email: luanac@sprep.org

Closing date: Friday, 10th September 2010: Late applications will not be considered.

SPREP is an Equal Opportunity Employer