



SPREP
Secretariat of the Pacific Regional
Environment Programme

APPLICANT INFORMATION PACKAGE
INFORMATION TECHNOLOGY SPECIALIST (ITS)

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A. Background Information on SPREP

The *Secretariat of the Pacific Region Environment Programme* (SPREP) is the regional organisation established by the Governments and Administrations of the Pacific charged with protecting and managing the environment and natural resources of the Pacific.

The head office is based in Apia, Samoa with other SPREP offices in Fiji, the Republic of the Marshalls Islands, Vanuatu and the Solomon Islands.

SPREP has around 160 staff and has an annual budget of approximately USD41 million in 2024.

The establishment of SPREP in 1993 sends a clear signal to the global community of the deep commitment of Pacific Island Governments and Administrations for better management of the environment within the context of sustainable development.

The strategic direction for SPREP is clearly set out in the 2017-2026 SPREP Strategic Plan. The Plan outlines the mandate, vision and programmes for the organisation, and places strong emphasis on effective delivery of services to SPREP Member countries and territories.

Mandate

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

Vision

SPREP is guided by its **vision for the future**:

"A resilient Pacific environment, sustaining our livelihoods and natural heritage in harmony with our cultures".

Members

SPREP has 21 Pacific island member countries and territories:

▪ American Samoa	▪ Northern Marianas
▪ Cook Islands	▪ Palau
▪ Federate States of Micronesia,	▪ Papua New Guinea
▪ Fiji	▪ Samoa
▪ French Polynesia	▪ Solomon Islands
▪ Guam	▪ Tokelau
▪ Kiribati	▪ Tonga
▪ Marshall Islands	▪ Tuvalu
▪ Nauru	▪ Vanuatu
▪ New Caledonia	▪ Wallis and Futuna
▪ Niue	

and 5 'metropolitan' member countries with direct interests in the region:

- Australia,

- France,
- New Zealand,
- United Kingdom and
- the United States of America.

SPREP Goals and Objectives

The Secretariat continues to strengthen and realign its institutional capacities, competencies, and systems to best support its Members by delivering more integrated, responsive, and cost-effective services to Members and partners and by better coordinating regional efforts.

SPREP's Pacific and metropolitan members agreed that SPREP's Strategic plan should span 10 years to address critical environmental and related social and governance strategic priorities, which are reflected in the strategy's regional and organisational goals and objectives, as well as in SPREP's core 'Values'.

Regional Goals

- **Regional Goal 1:** Pacific people benefit from strengthened resilience to climate change.
- **Regional Goal 2:** Pacific people benefit from healthy and resilient island and ocean ecosystems.
- **Regional Goal 3:** Pacific people benefit from improved waste management and pollution control.
- **Regional Goal 4:** Pacific people and their environment benefit from commitment to and best practice of environmental governance.

Organisational Goals

- **Organisation Goal 1:** SPREP has information, knowledge, and communications systems that get the right information to the right people at the right time and influence positive organisational, behavioural, and environmental change.
- **Organisation Goal 2:** SPREP has multi-disciplinary processes in programme delivery and in supporting Members to develop national and regional policies and strategies.
- **Organisation Goal 3:** SPREP has a reliable and sustainable funding base to achieve environmental outcomes for the benefit of the Pacific islands region and manages its programmes and operations to stay within its agreed budget.
- **Organisation Goal 4:** SPREP is leading and engaged in productive partnerships and collaboration.
- **Organisation Goal 5:** SPREP has access to a pool of people with the attitudes, knowledge, and skills to enable it to deliver on its shared regional vision.

SPREP Values

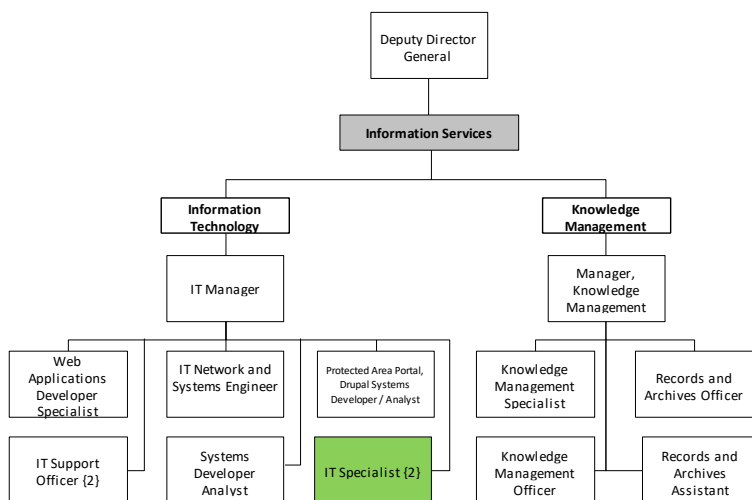
SPREP approaches the environmental challenges faced by the Pacific guided by four simple **Values**.

- We value the **Environment**
- We value our **People**
- We value high quality and targeted **Service Delivery**
- We value **Integrity**

B. JOB DESCRIPTION

Job Title:	Information Technology Specialist (ITS)
Department:	Information Services
Team:	Information Technology (IT)
Responsible to:	Information Technology Manager (ITM)
Responsible For: (Total number of staff)	N/A
Job Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none"> • Provide technical support on Enterprise business applications including business process and systems design, development and implementation of applications software with a working knowledge of the technical infrastructure underpinning these applications • Work as part of a service team to implement complex technical solutions that meet SPREP business requirements. • Provide support and assistance to the IT Team on SPREP-wide applications and databases, IT infrastructure, services, processes, and other technical end user support
Date:	April 2024

Organisation Context



Key Result Areas

The **IT Specialist (ITS)** addresses the following Key Result Areas:

1. Integrated Enterprise Management System(IEMS) including related suite of applications
2. IT Infrastructure, Database and systems administration
3. IT Capacity building and training development support
4. IT Technical advice, support, and assistance

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

Jobholder is accountable for	Jobholder is successful when
<p>1. Integrated Enterprise Management System (IEMS) including related suite of applications</p> <ol style="list-style-type: none"> a) Review and maintain the IEMS and applications, document and plan new modifications to meet changing business requirements b) Develop new application specifications including functional, programming and system process flows and support its design, development, testing and implementation c) Support the review and development of analysis and reporting tools, development of new reports and data integrations d) Review and maintain systems documentations, document business processes, integration and data in flowcharts and visual presentation tools 	<ul style="list-style-type: none"> • IEMS applications and Business systems running effectively and efficiently • Technical solutions and modifications developed and implemented meet user requirements and core needs of the organisation • IEMS integration with other SPREP information systems effective and secure • IEMS documentation updated and complete • IEMS data can be interrogated, analysed and reported effectively • Disaster Recovery plans for SPREP administered information systems, applications and database systems are regularly and successfully developed and tested
<p>2. Infrastructure, Database and Systems Administration</p> <ol style="list-style-type: none"> a) Provide support to the technical administration of the IEMS underpinning IT Infrastructure b) Provide Incident management, troubleshooting, problem analysis and reporting to stakeholders and work with vendor on resolution. c) Provide support to the administration of the IEMS and related applications such as Financial Management Information System (FMIS), Human Resources Information System (HRIS), Corporate Database Management modules and related business applications. 	<ul style="list-style-type: none"> • IT infrastructure is maintained, updated, and reliable and suspected security breaches logged and reported to IT Manager • Data integrity and security on IEMS is maintained • Timely identification and resolution of systems and application technical issues • Service Level Agreements and Support maintained, resolution times effective • Organisational backups are routinely carried out and SPREP can successfully recover from any major disaster • Minimal disruptions to IEMS, corporate wide applications, websites, and hosted information systems

<ul style="list-style-type: none"> d) Develop and maintain backup plans and schedules as per systems design requirements e) Review and maintain application and systems security measures f) Assist in implementing and updating backup policies and disaster recovery. 	<ul style="list-style-type: none"> • Support is provided in the development and maintenance of IEMS and database applications • The Disaster Recovery Plan is complete, updated and is tested at least once annually
<p>3. IT Capacity building and training development support</p> <ul style="list-style-type: none"> a) Develop eLearning IT training course materials for staff as well as guides. b) Review and maintain relevancy of IT training courses and materials including guides etc., provide recommendations to IT manager on improving the courses and methods of delivery. c) Provide IT training as required as well as support online helpdesk d) Develop and maintain methods for effectively raising awareness of staff on IT issues and developments 	<ul style="list-style-type: none"> • IT online courses are maintained and updated • IT Training materials are readily accessible and available to staff • Successful preparation and delivery of trainings to staff and participants from member countries as approved • Successful administering of the ServiceDesk, prioritising and managing support requests • SPREP staff are aware of IT issues and developments
<p>4. Technical advice, support and assistance</p> <ul style="list-style-type: none"> a) Provide IT support (monitor and manage helpdesk) and advice to SPREP Secretariat and member countries as required. b) Participate in meetings, workshops locally and overseas as required. c) Liaise with other regional organisations as required in IT related issues and discussions. d) Ensure “state of the art” IT is applied at SPREP, within the existing SPREP budget e) Provide support and assistance to the IT team on all other IT tasks and activities 	<ul style="list-style-type: none"> • Knowledge sharing, assistance and advice provided on Information and Communication Technology matters in Working Groups, forums, and Helpdesks • Timely advice and support are provided to staff • Recommendations are regularly provided to IT Manager on upgrades to network and server infrastructure and applications • Prompt and quality end user support is provided for SPREP staff or authorized network users and stakeholders

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 Supervisor as part of the Performance Development System.

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

Work Complexity

Most challenging duties typically undertaken:

- Maintenance and support of the IEMS and underpinning infrastructure to support application integration, data and process flows, considering a wide range of technologies involved and the need to be reasonably competent in all these technologies.
- Maintenance of systems and network security given current trends and emergence of cyber-criminal activities

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"> • Contractors • Project Stakeholders • Member countries • National, regional, and international organisations 	<ul style="list-style-type: none"> • Email and/or phone liaison/ Assistance/ Support/ training • Providing and receiving information/answer queries/explain/assistance/respond to correspondence
<p>Internal</p> <ul style="list-style-type: none"> • Executive and Senior Leadership Team • Project team • All staff 	<ul style="list-style-type: none"> • Advice and responding to queries and requests • Email updates/ advice /support/training • Reporting/teamwork

Level of Delegation

The position holder:

- Has no delegation of authority

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. Bachelor degree in Computer science, Information Technology / Data Management / or related field (*Relevant IT professional certifications from Microsoft, Linux and CISCO would be an advantage*).

Knowledge / Experience

Essential

2. At least 7 years' extensive work experience in IT work specifically in applications development and information systems administration/management. Work experience with Enterprise business applications particularly Finance and HR information systems desirable.
3. Excellent knowledge and experience in the following technical areas:
 - a) Programming in a client server environment and in object-oriented programming (preferably PHP, Java, C#, Microsoft.Net technologies)
 - b) Microsoft technologies – Microsoft Power Apps, Power BI, Flow etc.
 - c) Backup and Disaster Recovery (backup and recovery technologies)
 - d) Working knowledge and Experience in the following
 - i. scripting languages
 - ii. database analysis, design, and implementation
 - iii. MS SQL Server 2008 or later, MySQL database
 - iv. Internet and associated technologies, such as websites and portals (Drupal, SharePoint).
 - v. Administration of Microsoft Products, open-source operating systems and configurations such as Linux, Redhat, Apache, etc.
4. Has excellent initiative and ability to think outside the box in dealing with multiple tasks, demanding deadlines and with little supervision as well as positive approach to continuous learning and development.
5. Strong analytical skills with demonstrated knowledge of accepted and emerging information technology issues and challenges in the Pacific islands.
6. Excellent understanding and appreciation of teamwork and performance culture with optimistic attitude to diverse opportunities and challenges within a multi-disciplinary and multi-cultural team environment.
7. Excellent written and verbal communication skills including high level of presentation and interpersonal skills and maintaining effective relationships with a diverse group of people.

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"> • Enterprise Network Technologies (Cisco, Huawei, Ubiquiti) • Enterprise Server Hardware (HP) • Enterprise Operating Systems (Microsoft Server and CentOS Linux) • Enterprise Security Solutions (Cloud, On premise) • Virtualised Computing (Cloud, On premises, Desktop) • Managing Microsoft Office 365 • Microsoft Technologies (Exchange, Active Directory) • WatchGuard Firewall • Voice over IP (VOIP) PABX Systems • Reporting Skills • Excellent communications (written and verbal) • Fluency in English • Ability to set priorities • Team Building • Commitment to continuous improvement • Interpersonal skills and cultural sensitivity • Work well across programmes
Advanced level	<ul style="list-style-type: none"> • Storage Area Networks (Fiber Channel and iSCSI) • Flexible approach • ICT Security frameworks and solutions
Working Knowledge	<ul style="list-style-type: none"> • Enterprise business applications particularly Finance and HR information systems • Content Management Systems (Drupal) • Environmental issues in the Pacific islands region
Awareness	<ul style="list-style-type: none"> • SPREP Strategic Plan • SPREP Work Programmes • SPREP Governance and Operations

Key Behaviours

All staff are expected to uphold SPREP's Organisational Values and Code of Conduct which are Key Behaviours forming part of the Performance Development:

- Environmental Leadership
- Service Delivery
- Valuing our People
- Integrity

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 AND CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of 3 years with possible renewal for a further term, up to a maximum of 6 years subject to confirmation of SPREP programmes and activities, availability of funds and performance during the initial term.

Salary: Salary is denominated in International Monetary Fund Special Drawing Rights (SDRs). Remuneration for this post falls within Band 11 of SPREP's salary scale. Starting salary will be SDR36,326 per annum. This is currently equivalent to SAT138,632 (USD57,764) per annum. Upon confirmation of probation, salary will be adjusted to SDR40,867 which is equivalent to SAT155,961 (USD64,984) per annum. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required.

Cost of living differential allowance (COLDA): A Cost-of-Living Differential Allowance of SDR4,770 will be paid to the successful candidate. This is currently equivalent to SAT18,203 (USD7,584) per annum. 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.

Adjustments: Salaries and allowances for internationally recruited staff 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 used for expressing of Samoan Tala to US Dollars in this document is approximately USD1.00 = SAT2.50

Term: For staff recruited from outside Samoa, the term begins from the day the appointee leaves their home to take up the appointment. Appointment is subject to a satisfactory medical examination including completed COVID-19 vaccinations and a clean police report, as well as a 6-month 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.

Performance Reviews: Annual performance assessments will be based on the Secretariat's Performance Development System.

FOR STAFF RECRUITED FROM OUTSIDE SAMOA, THE FOLLOWING APPLIES:

Relocation Expenses: SPREP will meet certain appointment and termination expenses for staff recruited from outside Samoa, including transport and accommodation en-route for the appointee and accompanying dependant(s) between point of recruitment 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 each for the appointee and family.

Establishment Grant: A lump sum of SDR1,100 is payable upon taking up appointment and arrival in Apia. This is currently equivalent to SAT4,198 (USD1,679).

Temporary Accommodation and Assistance: On arrival in Apia, the appointee and dependent(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.

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 INTERNATIONALLY RECRUITED STAFF, THE FOLLOWING APPLIES:

Education Allowance: Education expenses may be reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs, as stipulated under SPREP's Education Allowance policy. Currently the allowance is up to a maximum of SAT15,600 (USD6,240) per annum per dependent child, with an overall maximum of SAT46,800 (USD18,720) per annum per family of 3 or more eligible children.

School Holiday Travel: One return economy class flight each year between the place of education (taken to be recognised 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.

Family Leave Travel: Return economy class airfares between Apia and the recognised 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.

Housing Assistance: Internationally recruited staff shall receive housing assistance of 75% of the typical rent payable in Samoa for expatriate executive furnished housing. The current rate is SAT2,850 (USD1,140) per month. This assistance shall be reviewed annually and adjusted on relative movement in the local rental market.

Security Assistance: Security-related expenses may be reimbursed against actual receipts up to SAT2,400 (USD960) per annum as stipulated under SPREP's Security Assistance policy.

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 exist for maternity, compassionate, paternity, examination and special leave (without pay).

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

Life and Accidental Death and Disability Insurance: All employees are covered by SPREP's 24 hour Life and Accidental Death and Disability Insurance Policy.

Medical Benefits: All employees and their dependants are entitled to have all reasonable medical, dental and optical expenses met, under the terms and conditions of the existing SPREP Medical Insurance.

Superannuation: All employees are required to contribute to a recognised Superannuation Fund. An expatriate internationally recruited staff member has the option to participate in the local Superannuation Fund or nominate another recognised Fund for their superannuation. SPREP will pay the minimum legal requirement of basic salary to the approved nominated Fund. For Samoa, this is currently 10%.

Learning and Development

Learning and development opportunities will be based on the approved SPREP Performance Development System and individual Performance Development Plans.

Definitions:

'Dependant' means the spouse and financially dependent children 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 25 years if enrolled and undertaking full-time study at a university or other tertiary institution; or
- mentally or physically incapacitated.

'Expatriate' means an internationally recruited staff member, who is not a citizen or permanent resident of Samoa, and 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.

D. ADMINISTRATIVE INFORMATION

ESSENTIAL: Applications should include:

1. Completed Application Form – can be downloaded from the Employment Section of our website (*you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the criteria – DO NOT refer us to your CV. Failure to do this will mean your application will not be considered*).
2. A detailed Curriculum Vitae.

Applications that do not complete the correct SPREP Application Form and submit all the requirements stated above will not be considered.

SUBMITTING APPLICATIONS:

- a) **BY EMAIL (MOST PREFERRED OPTION):** Subject matter to be clearly marked “IT Specialist (ITS)” and send to recruitment@sprep.org
OR
- b) **BY POST OR FAX:** Application to be addressed and sent to: The Director General, SPREP, P.O. Box 240, Apia, or fax number (685)20231 and clearly marked “IT Specialist (ITS)”

More Information on SPREP and its work in the region can be found on the SPREP website
www.sprep.org

For further enquiries, contact Mr. Roger Warren on telephone (685) 21929 ext. 325 or
Email: rogerw@sprep.org

CLOSING DATE: Friday, 10th May 2024: Late applications will not be considered.

SPREP is an Equal Opportunity Employer