

JOB DESCRIPTION

Incumbent Name:		Emp No:	
Job Title:	ICT Helpdesk Officer	Position Type:	Fulltime
Department:	Information Communication & Technology	Salary scale:	Band 3
Location:	FCCC Suva Office	Region	Central/Eastern
Directly Reporting To:	1. Senior ICT Officer & System Analyst 2. Manager ICT	# of Reports:	N/A

Organization Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

Purpose & Nature of the Role

The Helpdesk ICT officer will play an important role in the ICT team, working in close collaboration with the Senior ICT Officer & System Analyst and Manager ICT in providing technical support to end users, troubleshoots for internal customers and user issues, and/or guide them through specific tasks and actions for Computer Hardware systems and devices including, but not limited to, PC LAN technology, software operating and utility system(s). The Helpdesk ICT officer will be responsible for providing technical assistance on all computer systems and serves as the first contact for internal customers who need technical assistance over the phone or email and analysing the success of this content according to performance indicators of the role to ensure FCCC grows its reach and engagement across all ICT related channels. The incumbent will ensure that the overall goal of a Helpdesk ICT officer is to completely control the incident management process, which involves restoring services as quickly as possible. The incumbent will keep on top of software and technical issues and use this to inform the ICT activities to various Departments, while being knowledgeable and up to date with the latest ICT advances and Cybersecurity threats.

Key Result Areas (KRAs)

1. Hardware & Device Management
2. First-Line Technical Support & PABX Support
3. Support Request Management & Customer Service
4. User Access & Security Management
5. System & Software Maintenance and Documentation
6. Training, Communication & Process Improvement

Key Accountabilities

1. Provide technical support across FCCC, assisting with troubleshooting, maintaining systems, and delivering solutions through various communication channels (in-person, phone, or virtual).
2. Assist in installing, configuring, repairing, and replacing computer hardware, software, systems, and networks in line with FCCC guidelines.
3. Respond to ICT inquiries, requests, and software updates for the organization.
4. Maintain and monitor computer systems, networks, and other ICT devices to ensure optimal performance.
5. Provide expert advice on the selection and procurement of hardware and software, considering specifications such as processor speed, performance requirements, and other technical factors suited to the organization's needs.
6. Provide support for the commissioning, management, and maintenance of the PABX system, ensuring it operates efficiently and meets organizational requirements. Additionally, assist in the procurement, configuration, and replacement of corporate mobile devices, ensuring smooth integration with the organization's telephony and communication systems.
7. Assist in setting up accounts for new users at FCCC, collaborating with relevant department managers.
8. Maintain an accurate inventory of computer hardware, software (including licenses), and consumables, ensuring proper tracking of assigned equipment (e.g., laptops, desktops, peripherals), and notify relevant department heads about new releases, MIS trends, and issues.
9. Perform preventive maintenance duties on ICT hardware, including cleaning and ensuring equipment is in good working order.
10. Record, prioritize, and track support requests, and generate weekly reports to analyze recurring problems and ensure timely resolutions.
11. Ensure the repairing and replacing of equipment as necessary according to FCCC guidelines and policy.
12. Identify and escalate urgent situations to appropriate stakeholders.
13. Maintain technical and user documentation, system reports, and ICT meeting minutes securely and in an organized manner.
14. Follow up on IT audit feedback under the supervision of the Senior ICT Officer & System Analyst and ICT Manager.
15. Provide training to staff on troubleshooting and diagnosing ICT-related problems.
16. Ensure Occupational Health & Safety procedures are followed during hazardous work both inside and outside office premises.
17. Highlight hazards concerning the area of work to the Department Manager.

18. Ensure innovation and continuous improvement strategies are implemented on a random basis to achieve FCCC's desired outcomes.
19. Perform any other official task assigned by the Manager or Executive Management relevant to FCCC's operations.

Key Performance Indicators (KPI's)

KPIs	Performance Indicators
• System/device uptime • Preventive maintenance compliance • Inventory accuracy • Timely equipment deployment	• ≥98% hardware uptime • Preventive maintenance completed quarterly for all devices • 100% asset register accuracy in quarterly audits • 95% of hardware requests fulfilled within SLA
• Ticket resolution SLA compliance • First-call resolution rate • PABX uptime & issue resolution	• 90%+ IT tickets resolved within SLA • ≥75% first-contact resolution • PABX operational uptime ≥99% monthly
• Ticket logging accuracy • User satisfaction rate • Recurring issue reduction	• 100% support inquiries logged in the system • ≥85% end-user satisfaction score • Recurring incidents reduced by ≥15% every quarter
• Access request turnaround time • Security compliance rate • OHS compliance	• ≤1 business day for user provisioning tasks • 100% multi-factor & password policy compliance • Zero OHS violations
• Patch/update success rate • Documentation completeness and currency • Audit feedback compliance	• 100% systems updated within schedule • Documentation reviewed and updated quarterly • Audit findings resolved within agreed timelines
• Training delivery frequency • Process improvement implementation • Innovation contributions	• Minimum 1 user training/awareness session per quarter • Minimum 2 process/efficiency improvements annually • Contribution to new service enhancements or tools

Qualification

A Degree in Computer Science/Information Systems or related discipline highly preferred.

Knowledge and Experience

- Proven experience in Helpdesk ICT with at least 3 year of work experience in a similar role
- Excellent verbal and written communication skills.
- Ability to diagnose and repair issues related to desktops, laptops, printers, and other peripherals.
- Good problem-solving, analytical, and team-working skills.
- Excellent communication and interpersonal skills.
- An openness to learning new technologies.
- Understanding of basic networking concepts (e.g., TCP/IP, routers, switches, DNS, DHCP).
- Familiarity with productivity software (e.g., Microsoft Office, Google Workspace).
- Knowledge of common software troubleshooting methods.
- Experience with remote desktop support tools like TeamViewer, AnyDesk, or remote troubleshooting platforms.
- Basic understanding of cybersecurity principles and the ability to assist with antivirus and firewall configurations.
- Familiarity with Helpdesk ticketing systems like Zendesk, ServiceNow, Freshdesk, or Jira Service Management.

Skills and Abilities

- Oral and written communication skills
- Learning skills
- Customer service orientation
- Problem analysis
- Problem-solving
- Adaptability
- Team interaction
- Planning and organizing
- Attention to detail
- Stress tolerance

Risk and Compliance

- Timely submission of reports/information papers
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures).
- Health and Safety at Work Act 1996/FCCC Act 2010

- Work in compliance with company policies and procedures, and relevant employment laws.

Key Challenges / Success Factors

To ensure that external & internal customers are updated on a timely manner and with 100% accuracy pertaining FCCC data & information.

Internal / External Relationships

Internal

- CEO, GMs and all Managers
- All Staff

External

- Relevant stakeholders & Other relevant Government Ministries and local Institutes

Authority Level

Financial Authority Level

Not Applicable

Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

Proviso

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, Department Manager and Human Resources.

APPROVAL and ENDORSEMENT

Name of Incumbent	Date:	Signature:
Name of Department Manager	Date:	Signature:
Manager Human Resources Name	Date:	Signature:

Note: These responsibilities are exhaustive. From time to time it may be necessary to change position requirements in response to changing nature of our work environment, including technological requirements or statutory changes. Such change maybe initiated as necessary by your Manager or General Manager and will be discussed with you.