

FORM 5.5.05A
POSITION DESCRIPTION

IDENTIFICATION

Position Title: ICT Hub Coordinator

Section: DVC (RC & GE)

Location: Solomon Islands Campus

Current Incumbent:

Reports to: Assistant Manager Regional Campuses

Position Number:

Department: IT Services

Category: Professional Staff **Level:** 2

Date of substantive appointment:

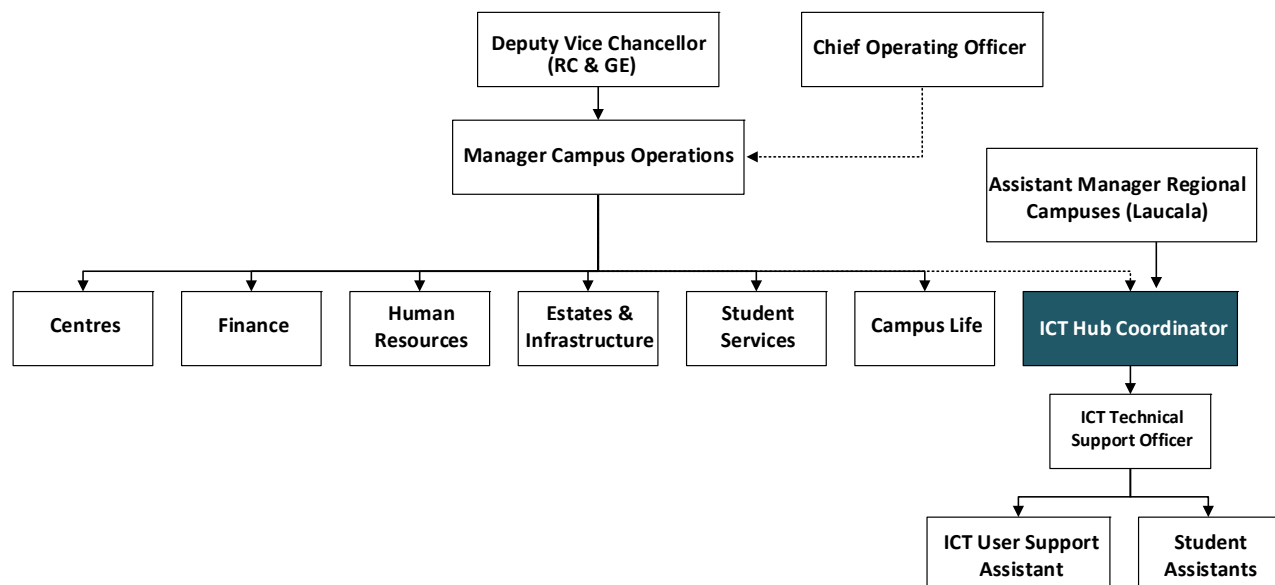
Supervised by: Manager Campus Operations

Organizational Context

The University of the South Pacific (USP) is a premier regional institution uniquely governed by twelve member countries and dedicated to providing high-quality education and enhancing regionally relevant research opportunities to its diverse student body across the Pacific Islands. USP aims to empower individuals and communities through education, fostering sustainable development and regional cooperation. USP's leadership in the Pacific, through academic knowledge, policy advice, and resource-sharing, continues to play a key role in advancing the region as a whole.

The USP Solomon Islands Campus delivers the University's strategic objectives locally and supports Solomon Islands, as a USP Member Country, in the social, economic, and cultural development of its students and communities. The ICT Hub Coordinator will assist the Manager Campus Operations in overseeing the operation and maintenance of ICT services and equipment and contribute to the effective delivery of technology solutions at the Solomon Islands Campus.

Structure



PURPOSE

The ICT Hub Coordinator will have oversight of all ICT support and development operations at the Solomon Islands Campus and within the designated USP campuses it is responsible for, leading and coordinating relevant campus ICT staff and support resources in the delivery of ICT services, equipment and facilities to support, learning teaching and research activities.

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NATURE AND SCOPE

The position will oversee and manage key technical resourcing for the operation, maintenance and configuration management of all ICT services, equipment and facilities on relevant USP campuses – consistently providing accurate and timely reports on the status on these as and when needed from stakeholders.

S/he will also be the final regional campus resource for the resolution of high complexity faults/outages regarding ICT services on campus and will work both in isolation - or in conjunction with other IT Services staff, and/or external contractors to resolve these in a timely, proficient manner.

The ICT Hub Coordinator will oversee the maintenance of all ICT services, equipment and facilities on designated campuses, coordinating with relevant regional campus ICT staff, external vendors and campus users to ensure high quality IT services for students and staff on campus.

The position will also be tasked with the lead Project Management responsibilities for any ICT development projects within the designated campuses, taking the lead or assigning ownership to relevant staff within the zone and ensuring effective project delivery.

S/he will be responsible for all ICT staffing in designated USP regional campuses, working with the wider IT Services team, USP HR and campus administration on the recruitment, development and performance assessment of relevant staff. The ICT Hub Coordinator will also lead, mentor and motivate a team of ICT professionals that are part of USP Hub ICT operations desk for the designated campuses.

One of the incumbent's key responsibilities is the operation, management and development of the total portfolio of ICT infrastructure equipment and services in conjunction with other ITS staff and external vendors as required—to the level of performance commensurate with USP Teaching & Learning Plans.

Due to the regional nature of IT Services, the position also requires working (occasionally after hours) in a multi-cultural environment and travelling to other USP regional campuses as required.

POSITION DIMENSIONS

Staff Responsible for:

Directly: All ICT staff within the designated campuses under the ICT Hub Coordinator.

Indirectly: N/A Total Level of Costs: N/A

Limits of Authority:

Financial: Authorised to sign for purchases of ICT related equipment up to designated limit.

Non Financial: N/A

Key Relationships /Internal and External Contacts:

External	Purpose of contact
• ICT equipment technology vendors • Wider Community • ICT stakeholders • Government	• Resolution of ICT issues, incidents and problems. • Coordination of equipment procurement, maintenance and repair • Representation of USP IT Services at relevant ICT and Educational Forums. • Liaison of USP ICT related purchases and equipment installations

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Internal • Campus Staff & Student Users. • ITS Campus Staff • Other Sub-campus staff • ITS Laucala Campus Staff.	Purpose of contact • ICT Services advice, information and technical support. • Technical support, advice, and training. • Troubleshooting support, Project Deployment • Project Management and Campus Development technical lead.
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KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Key Result Areas	Key Performance Indicators
Users/Stakeholder Communication on ICT services, issues and requests.	
• Monitor all level support calls and requests on Servicedesk and ensures the proper procedures are followed in terms of accurate recording and assigning requests.	• Oversight and monitoring of the helpdesk process, understanding the depth of ICT issues and status of services in order to provide meaningful intervention, escalation, and reporting as required.
Provisioning of ICT Advice, Services, Equipment and Facilities	
• Coordinate provisions to deliver timely service to users and monitor services delivered. • Coordinate with Laucala Campus on remotely provisioned services.	• Service requests, completion times, and SLA compliance and logging of HQ coordination for escalated issues. • Optimal on-time delivery of services, assessed and reviewed periodically.
Resolution activities on ICT incidents, problems or issues	
• Monitor and Manage the Hub ICT resolution process.	• Hub ICT resolution processes are monitored and optimized to achieve SLA targets.
• Effect Level 3 Troubleshooting; online system reconfiguration and/or advanced equipment reconfiguration/replacement.	• % Resolution of complex Level 3 issues using online system changes or advanced equipment fixes within SLAs.
Operational Maintenance of ICT equipment, facilities and services	
• Detailed Planning & Coordination of all Hub Operation and Maintenance Activities.	• Produce and present documentation required for detailed Planning & Coordination of all Hub Operation and Maintenance Activities.
• Monitors and tracks all O&M activities withing hub campuses, ensuring seamless operations and escalating issues for resourcing and/or resolution to Laucala Campus.	• Oversight of all O&M activities withing hub campuses, proactively intervening to ensure seamless HUB ICT operations.
ICT HUB Lead for on-site project development	
• Lead Hub Project Development Resource; provide project planning, documentation, and present resources for developments projects impacting regional hub campuses.	• Project planning documentation and presentation support to stakeholders as required.
• Project implementation oversight and highest-level intervention as required.	• Project implementation leadership
• Project Reporting and Tracking with Project Stakeholders.	• Project presentation, awareness, and user support coordination.

POSITION DESCRIPTION**Administration, Supervision & Leadership Responsibilities**

• Operational oversight of Hub ICT Team	• Efficiency of ICT operations across all Hub campuses.
• Scheduling, Resourcing & Resolution of O&M activities across Hub zone.	• HUB campuses adequately staffed and resourced.
• Ensure campus ICT contingency and disaster recovery mechanisms in place and functional.	• Create and update all ICT contingency and disaster recovery plans every year to meet industry standards.
• Report to Regional ICT Coordinator and relevant ICT support and project meetings.	• Accurate and timely reports on incident resolution and project progress.
• Coordinate relevant Procurement activities with Finance and campus administration.	• Documentation to the USP Finance processes in order to support all Hub ICT operations.
• Administration coordination for Hub zone; HR, Performance Management.	• Hub ICT HR resourcing and performance management as per USP HR guidelines and policies.
• Coordinate Hub ICT training plans for all staff in IT Services staff and student users in designated campuses,	• Hub ICT training plans approved and implemented
• Represent USP ICT at relevant local ICT forums.	• Stakeholder feedback.

TERMS & CONDITIONS**Salary:****Length of Contract: 3 years renewable****Benefits:****POSITION SPECIFICATION****Qualifications (or equivalent level of learning)**

<i>Essential</i>	<i>Desirable</i>
• A degree and a postgraduate qualification in Computing/Information Systems/Engineering and 4 years of experience in a relevant field(s). • An undergraduate degree in Computing/ Information Systems/Engineering with at least 10 years of work experience will also be considered	• Relevant technical certification in ICT networking, server systems, software programming, new PC and Desktop technologies, OS or application technologies will be an advantage.

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
• Experience leading an ICT team, managing technical staff and coordinating IT operations effectively. • Familiarity with the use of a range of ICT technologies and equipment such as modern networking infrastructure (WAN and LAN), cloud and/or on premise server systems, audio-visual and conferencing equipment, and user devices (e.g., PCs, laptops, smart devices) with standard operating systems and applications, including web-based tools. • Proficiency with common desktop software, including productivity suites e.g. MS Office	Relevant ICT industry certification in: • Desktop & Equipment Technology • Networking Technology • Cyber security Technology • Project Management

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• Working knowledge of antivirus software, device management tools and/or asset tracking systems. • Practical experience with audio-visual and conferencing technologies, such as virtual meeting platforms. • Experience in managing the implementation of IT-related projects, with strong organizational and problem-solving skills. • A minimum of 3–5 years of relevant work experience in IT operations, support, or management.	
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Key Skills / Attributes / Job Specific Competencies

<i>Expert level</i>	• Expert level technical problem-solving skills required. • Expert proficiency required in the use of technical configuration tools and systems to maintain O&M status of ICT infrastructure. • Analytical skills and experience in providing analysis of all financial documents. • Experience in compilation of CAPEX/OPEX analysis for a large organization.
<i>Advanced level</i>	• An advanced level knowledge of ICT communication and computing equipment and technologies including VSAT Systems, IP Networking, MS and Linux Server Systems, Audio-Visual Conferencing Systems and standard PC Hardware + OS, desktop applications and web/internet-based applications. • Communication, interpersonal, and presentation skills. • Ability to work under pressure and as part of a team. • Knowledge of and experience with standard desktop software such as the Microsoft Office suite of applications.

APPROVAL

Supervisor name:

Supervisor's Signature:

Date:

Staff Name:

Staff ID:

Staff Signature:

Date: