POSITION DESCRIPTION

USP
THE UNIVERSITY OF THE
SOUTH PACIFIC

IDENTIFICATION

Position Title: Technical Support Officer
Section: DVC (RC & GE)
Location: Kiribati Campus
Current Incumbent:
**Reports to:** Hub ICT Coordinator (Laucala)

Position Number:
Department: IT Services
Category: I&J   **Grade:** 6
Date of substantive appointment:
Supervised by: Manager Campus Operations

ORGANISATIONAL 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 Kiribati Campus delivers the University's strategic objectives locally and supports Kiribati as a USP Member Country, in the social, economic, and cultural development of its students and communities. The Technical Support Officer will provide onsite ICT technical support, manage the operation and maintenance of ICT services and equipment, and ensure effective delivery of technology solutions at the Kiribati Campus.

STRUCTURE
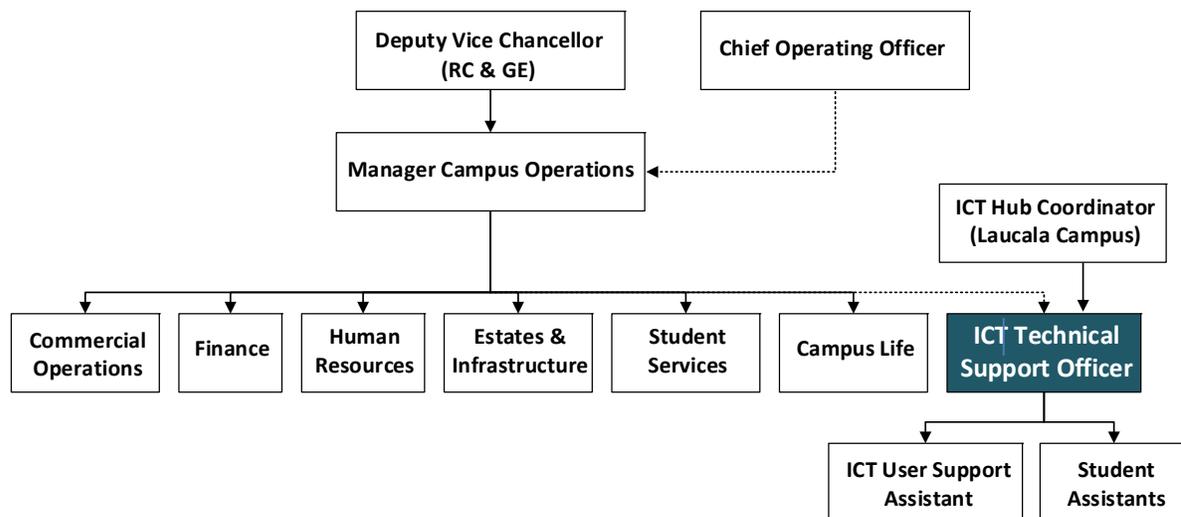
PURPOSE

The Technical Support Officer provides onsite advanced ICT technical support, maintenance and development for all ICT services, equipment and facilities at the Kiribati Campus to ensure all staff and student IT needs are met.

POSITION DESCRIPTION

NATURE AND SCOPE

The Technical Support Officer will be responsible for all onsite operation, maintenance and the configuration management of all ICT infrastructure at the Kiribati Campus to deliver on the USP Teaching & Learning Plans. S/he will provide accurate and timely reports and advice on the operational status of the ICT infrastructure.

The position will be a key resource for the resolution of Level 2 faults/outages regarding ICT services and will work independently or in collaboration with other IT Services staff and/or external contractors to resolve these in a timely, proficient manner.

The incumbent will provide training and support to users on all ICT services available, through User Guide Documentation, User Training Workshops and Awareness Presentations.

Due to the regional nature of USP ICT operations, 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: N/A   Indirectly: User Support Assistants & Student Interns   Total Level of Costs: N/A
Limits of Authority:
Financial: N/A   Non-Financial: N/A

Key Relationships /Internal and External Contacts:

External	Purpose of contact
• ICT equipment technology vendors • Wider Community	• Coordination of equipment procurement, maintenance and repair • Represent USP IT Services at relevant ICT and Educational Forums
Internal	**Purpose of contact**
• Staff & Student Users. • Wider IT Services Team • USP Campus Staff.	• ICT Services advice, information and technical support. • Technical support, advice and training. • Troubleshooting support, Project Deployment information.

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Key Result Areas.	Key Performance Indicators
Users/Stakeholder Communication on ICT services, issues and requests.	
• Supplement User Support function in fielding ICT queries and concerns using Servicedesk	• Attendance and Presence • % Resolution of queries
Provisioning of relevant ICT services, equipment and facilities	
• Supplement User Support function in provisioning ICT advice, services, equipment & facilities.	• % ICT advice, services, and equipment provisions delivered accurately and within SLA
• Provisioning of additional specialized services, equipment and access as required/endorsed.	• % Provisioning of approved requests for specialized services/equipment within SLA

• Training on the use of related ICT systems, services and equipment.	• Training logistics plans completed and approved in advance • Training participants feedback, satisfactory rate
• Coordinate the update of ICT asset inventory systems and safe operational use of ICT assets.	• % Compliance for ICT asset usage • Accuracy and currency of inventory records • Level of critical discrepancies.

Resolution activities on ICT incidents, problems or issues

• Effective diagnosis, investigation and analysis of ICT issues and problems of relatively complex (up to Level 2) nature.	• % Success resolution of Level 2 & 3 issues within SLAs • Level of remote support required
• Effective resolution of complex ICT issues and problems and/or escalation to relevant Level 3 support tiers.	

Operational Maintenance of ICT equipment, facilities and services

• Carry out planned maintenance activities on ICT facilities, equipment and services.	• % Scheduled maintenance activities closed within planned SLAs.
• Provide onsite technical operational support on ICT incidents, problems and events as coordinated with Hub/Laucala	• % Completion rate of onsite O&M tasks within SLAs • Number of reported issues post-maintenance.
• Coordinate with external vendors/3rd parties on related O&M activities.	• Success rate of vendor-coordinated O&M activities completed within SLAs.

Assistance with Project Implementation Activities

• Assist with information gathering, surveys and documentation for Project Development.	• Accuracy of project requests raised • Stakeholder approval within timelines • % Completion of project documentation
• Lead campus technical resource for project implementation, tracking, testing and commissioning activities.	• % Completion of assigned project implementation. • Level of accurate and timely project status reports.

Administration, Supervision & Leadership Responsibilities

• Ensure campus ICT contingency and disaster recovery mechanisms are functional through scheduled tests.	• ICT contingency and disaster recovery mechanisms tested and verified as scheduled.
• Provide advice on upgrades, purchases and installation of new equipment.	• Recording and monitoring of upgrades and purchases • Accuracy and currency of inventory details in Servicedesk

TERMS & CONDITIONS

Salary:
Length of Contract: 3 years renewable
Benefits:

FORM 5.5.05A
POSITION DESCRIPTION

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

Essential	Desirable
• An Undergraduate Degree in Computing/Information Systems/Engineering and at least 5 years' relevant experience.	• 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

Essential	Desirable
• The incumbent should have experience with a broad range of ICT technologies and infrastructure, including wide-area networking (e.g., telecom, ISP), IP networking (routers, switches, cabling), audio-visual conferencing systems, server environments (Microsoft or Linux for user and domain management), and end-user devices (PCs/laptops) running standard operating systems and web-based applications. • Proficiency in common productivity software, such as the MS Office suite, along with supporting tools like antivirus programs, device imaging, and inventory/asset management systems. • Hands-on familiarity with modern audio-visual systems and virtual conferencing platforms. • A minimum of 3–5 years of practical experience in IT support, operations, or technical management, gained through any combination of the areas above.	Relevant ICT industry certification in • Desktop & Equipment Technology • Networking Technology • Project Management

Key Skills / Attributes / Job Specific Competencies

Expert level	• Expert communication, interpersonal and presentation skills with the ability to work under pressure and as part of a wider regional institution team. • 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.
Advanced level	• 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. • 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:**