

FORM 5.5.05A
POSITION DESCRIPTION



IDENTIFICATION

Position Title: ICT User Support Assistant
Section: DVC (RC & GE)
Location: Solomon Islands Campus
Current Incumbent:
Reports to: Hub ICT Coordinator (SI Campus)

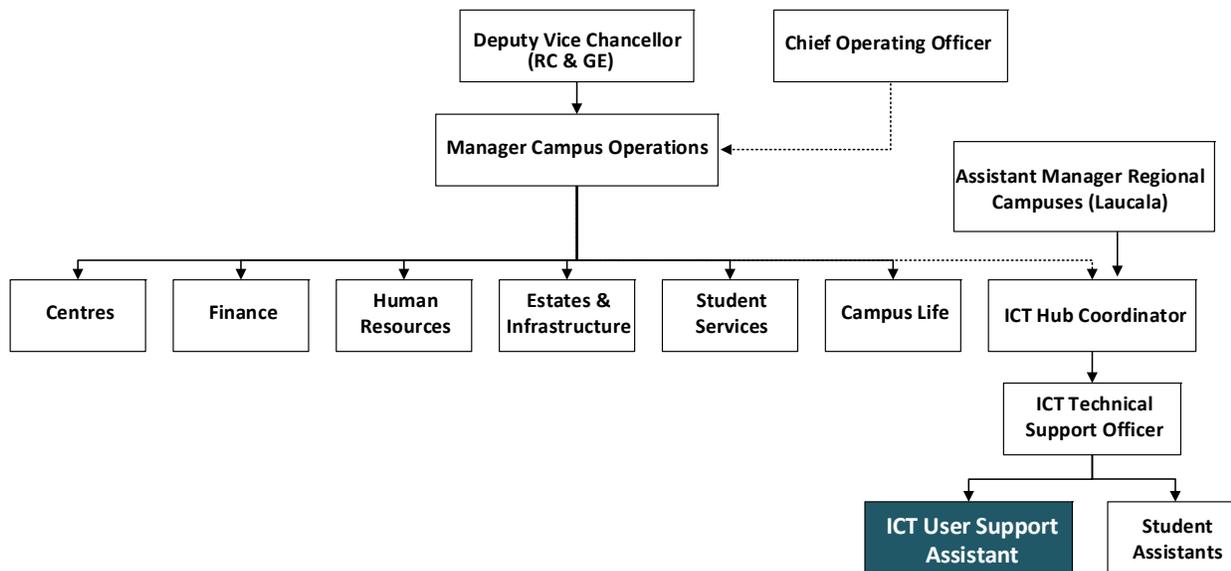
Position Number:
Department: IT Services
Category: Admin & Support **Grade:** 4
Date of substantive appointment:
Supervised by: ICT Technical Support Officer

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 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 User Support Assistant will assist the Technical Support Officer in providing frontline ICT support, delivery of ICT services and resources, and ensure the smooth operation of technology systems at the Solomon Islands Campus.

STRUCTURE



PURPOSE

The User Support Assistant provides onsite support for all ICT Services and first level support and advice on all ICT issues at the Solomon Islands campuses.

FORM 5.5.05A
POSITION DESCRIPTION



NATURE AND SCOPE

The User Support Assistant under the direction of the ICT Hub Coordinator, provides onsite services and support at the Solomon Is campuses. S/he is also the first point of coordination for all USP ICT services, equipment and facilities on site working jointly with other IT Services staff on the administration of this function.

The position will provide the primary onsite presence for ICT services to campus users and will be the responsible for the collation and dissemination of information and training services on all ICT services available to users at through User Guide Documentation, User Training Workshops and ad hoc Awareness Presentations.

The position will provide onsite assistance for the operation, maintenance and configuration management for ALL ICT infrastructure on USP.

The position will also be a key resource for the resolution of Level 1 faults/outages regarding ICT services and will work independently and in conjunction with other IT Services staff and/or external contractors to resolve these in a timely, proficient manner.

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

POSITION DIMENSIONS

Staff Responsible for:

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

Limits of Authority:

Financial: N/A Non-Financial: N/A

Key Relationships /Internal and External Contacts:

<p>External</p> <ul style="list-style-type: none"> • ICT equipment technology vendors • Wider ICT Community 	<p>Purpose of contact</p> <ul style="list-style-type: none"> • Coordination of equipment procurement, maintenance and repair • Ad hoc representation of USP IT Services at relevant ICT and Educational Forums in the region.
<p>Internal</p> <ul style="list-style-type: none"> • Staff & Student Users. • ITS Staff • ITS Laucala Campus Staff. 	<p>Purpose of contact</p> <ul style="list-style-type: none"> • 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.	Performance Measures
Users/Stakeholder Communication on ICT services, issues and requests.	
<ul style="list-style-type: none"> Receive ICT queries, requests and reports from Users. 	<ul style="list-style-type: none"> Attendance, Presentation & Reception. User satisfaction
<ul style="list-style-type: none"> Log ICT queries, requests and reports from Users into Service Desk. 	<ul style="list-style-type: none"> Queries, requests and issues logged accurately into Service Desk.
<ul style="list-style-type: none"> Provision general advice on ICT services, equipment and facilities. 	<ul style="list-style-type: none"> Accurate advice provided to users Assistance and resolution of queries Appropriate escalation.
Provisioning of relevant ICT services, equipment and facilities	
<ul style="list-style-type: none"> Provision of user desktop/laptop devices 	<ul style="list-style-type: none"> Timely & Accurate Provisioning of Devices.
<ul style="list-style-type: none"> Coordinate with central systems on the provisioning of USP electronic ID and online access 	<ul style="list-style-type: none"> Timely & Accurate Provisioning of User ID and Online Access.
<ul style="list-style-type: none"> Coordinate the proper use of ICT facilities on campus e.g. PC Labs, Conference Rooms. 	<ul style="list-style-type: none"> Timely & Accurate Provisioning of ICT facilities.
<ul style="list-style-type: none"> Provision additional specialized services/equipment and access as required/endorsed. 	<ul style="list-style-type: none"> Timely & Accurate Provisioning of additional specialized services/equipment Access required/endorsed.
<ul style="list-style-type: none"> Training on the use of related ICT systems, services and equipment. 	<ul style="list-style-type: none"> Successful organization and completion of training Quality of training Participants' feedback
<ul style="list-style-type: none"> Coordinate the updating of ICT asset inventory systems. 	<ul style="list-style-type: none"> Accuracy and timeliness of ICT asset inventory daily updates, measured by audit compliance rate and update completion within deadlines.
Resolution activities on ICT incidents, problems or issues.	
<ul style="list-style-type: none"> 1st Level Diagnosis of Incidents, Issues and Problems. 	<ul style="list-style-type: none"> Accuracy rate of initial diagnosis for reported ICT incidents, issues, or problems.
<ul style="list-style-type: none"> Effect Level 1 Troubleshooting; user instruction, basic reconfiguration and/or basic equipment manipulation. 	<ul style="list-style-type: none"> Timeliness and completeness of escalations for higher-level support Adherence to escalation and resolution protocols
<ul style="list-style-type: none"> Effective escalation of Issues for further resolution beyond Level 1 	<ul style="list-style-type: none"> User feedback.
Assistance with Operational Maintenance of ICT equipment, facilities and services.	
<ul style="list-style-type: none"> Assist as required under supervision of ICT Technical Support, Hub Technical Support or Laucala HQ for O&M Activities. 	<ul style="list-style-type: none"> Timely & Accurate Assistance as required

POSITION DESCRIPTION

Assistance with Project Implementation Activities.	
<ul style="list-style-type: none"> Assist as required under supervision of ICT Technical Support, Hub Technical Support or Laucala HQ for Project Implementation, Testing and Commissioning Activities. 	<ul style="list-style-type: none"> Completion rate of assigned OM tasks Adherence to task specifications and deadlines.
Administration, Supervision & Leadership Responsibilities	
<ul style="list-style-type: none"> Overall onsite supervision and rostering of Student Interns under direction of Hub/Campus leadership. 	<ul style="list-style-type: none"> Effective coordination of student internship rosters.

TERMS & CONDITIONS

Salary:

Length of Contract: 3 years renewable

Benefits:

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> An undergraduate degree in Computing/Information Systems/Engineering with one year experience OR Diploma in Computing/Information Systems/Engineering with 3 years experience in relevant ICT or Engineering field(s). 	<ul style="list-style-type: none"> 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>
<ul style="list-style-type: none"> Proficiency in standard productivity software, such as the Microsoft Office suite or equivalent tools commonly used in professional environments. At least 6 months of hands-on experience in an IT-related role or supporting technology in a work setting. General familiarity with everyday computing devices, communication tools, and enterprise IT systems. 	<ul style="list-style-type: none"> Hands-on experience with a broad range of core IT infrastructure and end-user technologies, including network connectivity, IP networking components, audio-visual systems, server platforms for user and domain management, and standard end-user devices with common operating systems and web-based applications.

FORM 5.5.05A
POSITION DESCRIPTION



Key Skills / Attributes / Job Specific Competencies

<i>Expert Level</i>	<ul style="list-style-type: none"> • Communication, interpersonal and presentation skills to collaborate effectively with student and staff stakeholders. • Ability to work under pressure and as part of a team. • Knowledge of and experience with desktop software such as the Microsoft Office suite of applications and their related subsidiary components like Antivirus, Imaging & Inventory Management systems. • Operational knowledge of modern audio visual equipment including and conferencing technologies like Zoom, Webex, MS Teams.
<i>Advanced Level</i>	<ul style="list-style-type: none"> • Logical technical problem-solving skills required. • Use of technical configuration tools and systems to maintain O&M status of ICT infrastructure. • 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.

APPROVAL

Supervisor name: _____

Supervisor's Signature(s): _____ **Date:** ____/____/____

Staff Name: _____ **Staff ID:** _____

Staff Signature: _____ **Date:** ____/____/____