

FORM 5.5.05A
POSITION DESCRIPTION

IDENTIFICATION

Position Title: IT Laboratory Assistant

Position Number: HCH007

Section: Regional Campuses

Department: Lautoka

Location: Lautoka

Category: I&J – G2

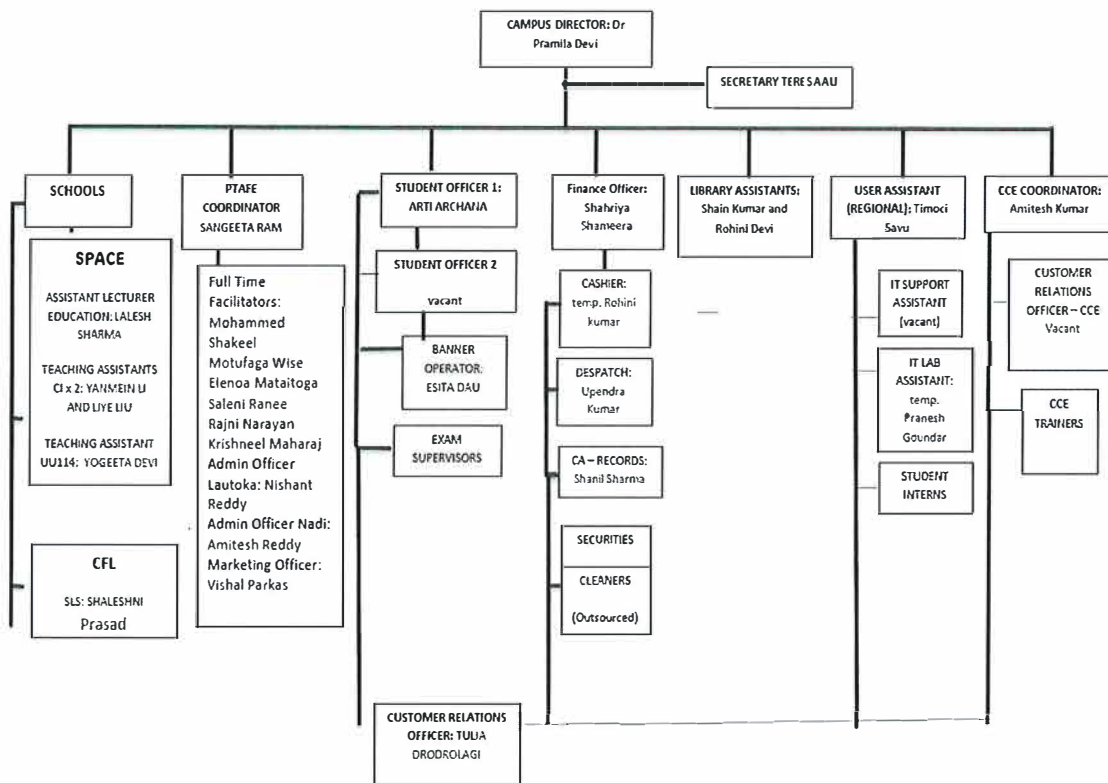
Current Incumbent: vacant

Date of substantive appointment:

Reports To: Campus_Director

Supervised by: Campus Director

ORGANIZATION CONTEXT



PURPOSE

This section describes the overall purpose of the job and the overall significance of the job from the organization's point of view. Answers the following questions:

- *what part of the organization's purpose is accomplished by this job?*

To assist with all IT related works for campus

- *what would not get done if this job did not exist?*

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Student & Staff services

- *why do we need this job at all?*

This is a key position of the campus to assist with maintenance of all IT equipment, updating software on PC's and ensuring all computers are working.

NATURE AND SCOPE

This section describes the context in which the incumbent is expected to operate describing the working relationships with both internal and external contacts. A description of the working environment and expected pressures the incumbent will encounter as well as the types of competencies he/she must have to perform the responsibilities of the position successfully.

POSITION DIMENSIONS

Give details of staff and total level of costs within the organization under the position's overall control.

Staff Responsible for:

Directly: Director Indirectly:

Total Level of Costs: _____

Limits of Authority: Financial: \$ _____

Non-Financial:

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Key Relationships /Internal and External Contacts:

Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

<p>External</p> <ul style="list-style-type: none"> • Students • General Public • 	<p>Purpose of contact</p> <ul style="list-style-type: none"> • Customer services • Ensuring that all PC's are updated and always maintained • General IT services
<p>Internal</p> <ul style="list-style-type: none"> • staff 	<p>Purpose of contact</p> <ul style="list-style-type: none"> • Customer Services • IT services

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks: 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

Key Result Areas <i>Jobholder is responsible for</i>	Performance Measures <i>Jobholder is successful when</i>
<ul style="list-style-type: none"> • Support for students and staff 	<ul style="list-style-type: none"> • Assist with proper support to all students and teaching staff at Lautoka Campus. • Assist with support for all equipment in the computer labs • Continuous monitoring of services for students and staff from printing, internet, email and class shares. • Attend to any student or staff queries • Monitor service time for logging of incidents and problems • Ensure all students abide by rules and regulations for use of Computer labs. • Support student registration during enrolment • Preparing computers for registration for specific purposes • Prepare all computer labs for semester; ensuring all computers and projectors are working for semester.
<p>2. KRA</p> <ul style="list-style-type: none"> • Desktop & Network Support 	<ul style="list-style-type: none"> • Ensure that network equipment is working • Ensure all computer faults are identified and reported. • Ensure all faults are accorded troubleshooting measures and monitored for progress • Re-installation of repaired computers and printers are tested before returning them to the computer labs • Reimage computers when new image given • Provide routine maintenance on the computers during semester break • Install requested applications on computers or laptops as requested by teaching staff

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<p>3. KRA</p> <ul style="list-style-type: none"> • Student Interns • Projects 	<ul style="list-style-type: none"> • Support and supervise Student IT interns during their internship program including training them. • Assist IT services projects that may be required at Campus
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Key Result Areas <i>Jobholder is responsible for</i>	Performance Measures <i>Jobholder is successful when</i>
<p>4. KRA</p> <ul style="list-style-type: none"> • Any other duties 	<ul style="list-style-type: none"> • Will be rostered to work shift hours and on Saturdays • Perform any other duties as required by ICT User Assistant or ITS management

TERMS & CONDITIONS

Salary: Grade 2- \$17,273.77 to 28,949.67

Length of Contract: 3 years

Gratuity and Allowances: N/A

Other Benefits: USP Medical Insurance

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Completion of ICT or relevant certificate; or • Completion of Year 12 secondary school studies with relevant work experience; or • Relevant experience with combination of relevant experience and education/ training 	<p>Diploma in IT with relevant experience</p>

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Proficient in computer skills including MS Office and internet applications. • Applicants are to be familiar with Microsoft desktop applications, Networking, Microsoft Office Suite, Microsoft Operating Systems and Audio-Visual technology • Excellent written and verbal communication skills across phone, email, and face-to-face interactions with the clients. • Applicants should have excellent problem-solving skills; can work under pressure; and have a positive attitude to teamwork 	<ul style="list-style-type: none"> • Preferably in IT

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

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<i>Expert level</i>	Applicants are to be able to understand the core concepts of computing in a lab environment that include computer lab monitoring and support, replication of large number of computers, group policy implementation and working with a large group of users
<i>Advanced level</i>	Communication Skills – must have excellent oral, written, and presentation communication skills Interpersonal Skills – must have pleasant and engaging personality conducive to relationship building and customer service skills
<i>Working level</i>	Will be able to work with students and staff of all levels professionally
<i>Awareness level</i>	Ability to perform additional assigned duties, support campus IT operations, and work rostered shifts, including weekends when required.

APPROVAL

Supervisor name: Dr. Pramila Devi

Supervisor's Signature: *R Devi* Date: 19/3/20

Staff Name:

Staff ID:

Staff Signature:

Date: