



MINISTRY OF FOREIGN AFFAIRS AND EXTERNAL TRADE

ROLE DESCRIPTION: MANAGER IT

PARTICULARS OF THE POSITION

Position:	Manager IT
Level:	Band I (Step 1 to 4)
Salary range:	\$48,025.95 - \$61,175.92
Duty Station:	HQ, Suva
Division:	HR-IT Unit
Reports to:	Director Human Resources
Subordinates:	2

POSITION PURPOSE

The primary role of the incumbent is to manage the strategic direction and operational infrastructure for all Information Technology & Communications services and systems for Headquarters and Mission staff overseas. Manage the operational and strategic direction of the Information Technology Unit. Develop, implement and review Information Technology standards, policies and plans for implementation across the Department. Ensure that all IT network components are carried out to the highest standard in a timely manner to facilitate and enhance the role of the Division in supporting the operations of the Headquarters and Missions overseas.

KEY RESPONSIBILITIES AREAS

The position will achieve its purpose through the following key duties. Working with relevant management and staff, in accordance with Guidelines, policies and legislative requirements, meeting the operational needs of the Ministry:

1. Provide leadership, direction, and oversight of the Information Technology (IT) Unit to ensure effective delivery of ICT services.
2. Develop applications and systems for both HQ and Missions and deploy application both on-premises and Windows cloud services.
3. Coordinate the installation and maintenance of communications services including PABX, voicemail, audio visual equipment, analogue and digital recording systems, television and Internet broadcasting.
4. Lead project teams developing and implementing new IT infrastructure or services both internally and in cooperating with external government and business organisations.
5. Ensure that infrastructure and equipment is maintained and replaced in accordance with maintenance schedules.

6. Identify technological or management changes to improve operational efficiency and effectiveness.
7. Liaise with other Divisions and Missions overseas to coordinate infrastructure planning and service delivery.
8. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and selection activities where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Successful deployment of proposed systems into operational environments with adequate training being provided for staff to successfully operate & utilise systems.
2. Live deployment of Mission websites without technical complications & within agreed upon timetables.
3. Provide proactive support for websites, databases, portals & systems so as to minimise instances of downtime & unavailability of service.
4. Perform simple updates/uploads requested by Missions within a 24 hour period.

PERSON SPECIFICATION

To be considered for this role, the applicant must possess a Masters Degree in Computer Science and Information Technology or equivalent. The person must have at least 5-7 years of relevant experience in a similar role. In addition to this, the following knowledge, experience, skills and abilities are required to successfully undertake this role.

Knowledge and Experience

1. 5-7 years hands on experience in the development, implementation and management of Information Technology Services for a major business enterprise or government agency.
2. Well-developed leadership skills and experience leading and managing teams.
3. Experience in development languages [PHP, HTML5, SQL, MYSQL Databases, React]
4. Experience in developing strategic solutions utilising contemporary Information Technology & Communications systems.
5. Project management and risk management experience
6. Experience in maintaining ICT Infrastructure to industries best practices.
7. Understanding of the Constitution of the Republic of Fiji and knowledge of organizational IT policies.

Skills and Abilities

1. Demonstrated ability to analyze, develop and solve complex ICT systems and to provide assistance to wide range of individuals across the organization;
2. Ability to follow instructions and meet set deadlines, in particular with regards to networking;
3. Excellent communication skills both written and oral, and ability to work independently with minimal supervision;
4. Demonstrated ability to maintain confidentiality and neutrality in a sensitive environment;

5. Service oriented approach with a commitment to supporting the operational / corporate environment of the organization.

Personal Character and Eligibility

All applicants for employment in the Ministry of Foreign Affairs and External Trade must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be a Fijian Citizen, under the age 60 years, in sound health, with a clear police record.