PACIFIC ISLANDS FORUM SECRETARIAT

Applicant Information Package

IT SYSTEMS ADMINISTRATOR

April 2022
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About the Pacific Islands Forum Secretariat

Founded in 1971, the Pacific Islands Forum is the region’s political and economic policy organisation.

The work of the Pacific Islands Forum Secretariat (PIFS) is guided by the Framework for Pacific Regionalism (FPR), endorsed by Forum Leaders in 2014, which embraces, their Vision for:

_A region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives: and calls for;

_The expression of a common sense of identity and purpose, leading progressively to the sharing of institutions, resources, and markets, with the purpose of complimenting national efforts, overcoming common constraints, and embracing sustainable and inclusive development within Pacific countries and territories and for the Pacific region as-a-whole._

The FPR is underpinned by the Blue Pacific narrative, endorsed by Forum Leaders in Samoa in 2017, which calls for a long-term regional commitment to act as one “Blue Continent” as the means to achieve its development aspirations. The Leaders ambition is for the Blue Pacific to serve as the platform to reinforce and inspire the region in its shared stewardship of the Pacific Ocean, and to reaffirm the connections of Pacific peoples across the vast oceanic continent, with its natural resources and environment, biodiverse ecosystems, cultures and, livelihoods and prospects.

For more information about PIFS visit [www.forumsec.org](http://www.forumsec.org).

About the Operations Services

The Operations Services division provides key services and infrastructure so that the technically oriented divisions may concentrate on the policy work, for which the Secretariat was founded. The key support services provided to the organisation from Corporate Services division are in HR & Admin, Financial Services, Information Technology, Information Services, and Property Services.

The Information Services team works under Operations Services providing a responsive corporate support and to provide information services to the Forum Secretariat Members and CROP agencies. The Information Services includes the Information Communication Technology (ICT), Library, Information and records management services.

About the Position

The IT Systems Administrator is to provide an efficient, secure, stable, scalable, and robust IT infrastructure for the Secretariat. The incumbent is required to possess sound technical skills and experience to be able to resolve analyse and implement IT related projects and supervise other staff as per team structure.
General Capabilities

The Forum Secretariat has undergone an organisational restructure, with a view to achieve greater consistency across the organisation in the way workforce capability is developed, and capability gaps are identified and addressed. As such, PIFS has produced a Capability Framework (CF) that provides a common platform to clarify performance expectations and job behaviours required for roles at various levels. Details of each CF Competency may be different for the position’s Band Level.

CORE CAPABILITIES:

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
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<tbody>
<tr>
<td>Planning &amp; Prioritising</td>
<td>“Developing and committing to personal, team, KRA and organisation wide plans”</td>
</tr>
<tr>
<td>Communicating with Purpose and Effect</td>
<td>“Clear communication while knowing your target audience and the outcomes you are seeking”</td>
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<tr>
<td>Leading and Collaborating</td>
<td>“Actively leads self, others and organization to establish a positive and productive organization culture”</td>
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<tr>
<td>Applying Critical Thinking</td>
<td>“Gathering, organising and analysing information for effective decision making”</td>
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<tr>
<td>Developing and Strengthening Relations</td>
<td>“Working cooperatively and establishing, developing and maintaining business relationships”</td>
</tr>
<tr>
<td>Delivering Value</td>
<td>“Deliver Outcomes that meet agreed quality and timeliness measures”</td>
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SUPPLEMENTARY CAPABILITIES:
Supplementary Capabilities required include: building for the future, promoting effective workplace practices, managing and coordinating projects as well as using systems, tools and technology.

Position Accountabilities

The IT Systems Administrator position reports to the Team Leader – Information Services and will work closely with the Information Technology team to advance the responsibilities of the team. The position holder’s accountabilities will be aligned, but not limited to the key responsibilities outlined below:

1. Systems and Network Administration
   • Enterprise architecture including planning, maintenance, monitoring, configuration and improvement of the IT systems and services including:
     o Proactive management and on time reporting
     o Cloud services
     o Network equipment
     o Servers, systems, network and telecommunications systems
     o Information security including security devices – Firewalls, DNS, end user device, etc.
     o Disaster recovery and business continuity including backups and regular testing
2. **Continuous Business Improvement and Innovation**
   - Relooking at processes within the department and providing necessary recommendation on adjustments to improve the process
   - Recommendations for the automation and/or improving of processes within the organisation
   - Recommendations on IT policies
   - Innovating current environment to improve environment or reduce costs.

3. **Incident/Problem Management**
   - Efficiently manage high impact incidents through to resolution
   - Manage high impact problems through to resolution
   - Provide second level support to the IT Network Coordinator and the IT Support Coordinator
   - Relevant documentation is kept
   - Reporting provided in a timely manner upon request
   - Relevant analysis is done on incidents and problems to ensure permanent solutions are sought and implemented.

4. **Project Management and continual service management**
   - Coordinate and manage all system security and infrastructure related projects
   - Assisting with the implementation of IT related projects
   - Carrying out high level estimates for new projects
   - Analysing and specifying changes
   - Estimating time frames on project issues
   - Providing data to the relevant Support teams and management when required in a timely manner
   - Managing projects within the required time frames and budget
   - Ensuring that projects are delivered according to requirements.

5. **Change Management**
   - Coordinate with relevant stakeholders regarding proposed changes to the systems and its infrastructure. These include:
     - Computer room and supporting equipment such as UPS, Air conditioner, etc.
     - Servers and systems
     - Network Equipment including Scanners & Printers
     - Cloud and on premises infrastructure
     - Information security
   - Ensure change management documentation is complete and all required approvals are obtained in a timely manner
   - Supervise and ensure that change management protocols are followed during implementation
   - Develop required concept papers and/or business cases for infrastructure changes which should include financial details, risk analysis, business need, human resources, etc.
6. Administrative and Support Duties

- Ensuring that all system documentation is current, clear and concise to an expected standard
- Maintaining a clear record of users, disk space utilization, IP address, and other requested information
- Ensure proper billing, paperwork is done for all services and maintenance done by external service providers
- Able to negotiate and monitor contracts, SLA’s and Maintenance Agreements with various stakeholders both internally and externally
- Completion of any additional tasks as required by the IS Team Leader including supervisory role on behalf of the IS Team Leader as and when required
- Provide training to the IT team to improve and support current and new services.

Note: The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Position complexities

Most challenging duties typically undertaken:

- Proactive Incident/Problem Management
- Maintaining the integrity and security of the organisation’s information
- Continual improvement of services
- Maintaining the availability of services at 99.9% uptime.

Qualifications and experience required for the role

This section is designed to capture the expertise required for the role at the 100% fully effective level. This may be a combination of knowledge/experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies:

- A degree in computing, networking, cybersecurity, information systems, etc and/or at least fifteen years’ experience in coordinating and supervising back-office support and user support roles within a medium to large organisation
- Demonstrated knowledge & experience (at least 5 years) in a networking, systems, storage and visualization, information systems and information security
- Good communications and interpersonal skills essential, including formal report writing for different audiences.

Knowledge/Experience

- In depth knowledge of the following:
  - Network design and implementation including routing, switching, wireless, etc.
  - Integrated security monitoring
  - Active Directory 2016 or latest Services
  - Office365 migration and administration
  - SharePoint services
  - All office365 applications and features
  - Collaboration tools and best practice
  - Server, 2012R2, 2016 and the latest
  - HCI solutions and Virtualisation
  - Storage and Convergence Technologies
- Firewall administration
- Risk Management
- Business Continuity and Disaster Recovery
- WAN routing, DNS
- Hostmaster
- LAN solutions such as structured cabling, Wireless LAN, switching
- File Server Management
- Project management
- Meeting Technologies such as skype, blue jeans, video conferencing and teleconferencing
- Audio and visual recording of meetings
- Service desk and customer services
- Risk Management and best practices
- ITILv3 or latest

• Working knowledge of all Microsoft applications
• Working knowledge of Kissflow, ERP support systems, Azure cloud Infrastructure
• Working knowledge of Data Center operations
• Working knowledge of SIP based telephone solutions
• Working knowledge of BYOD solutions

**Other Desirable Knowledge/Experience:**

• Demonstrated experience in coordinating and working through system changes and IT business projects
• Exposed to working in multicultural environment in an international or regional organisation, preferably in the Pacific region.

**Functional relationships & Relationship skills**

The role will need to liaise with many stakeholders, key contacts and typical nature of their relations are:

**External:**
- Banks
- Payroll Creditors (FIRCA, FNPF)
- Payroll software support supplier
- Suppliers
- Maintenance & Service providers

  • Courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation

**Internal:**
- Secretary General and other members of Senior Management team

  • Receive organisation updates, instructions and general information
  • Advising on network/computer issues

- All Other staff

  • Regular group meetings to share information
  • Informal one-on-one conversations
• Emails and correspondences and/or seek inputs for admin work
• Collaborative Inputs to reports and meeting papers

Direct Reports

The position reports directly to the Team Leader – Information Services.

Level of Delegation

The position cannot authorize any cost or sign standard letters on Secretariat letterhead or approve any contractual matters.

Additional Information

• PIFS advocates for equal opportunities, promotes environmentally sustainable practices and champions health & well-being for its staff
• Incumbent is physically fit and able to travel, when required
• Hold a current passport valid for at least 6 months.

Change of Position description

This position description may be subject to change from time to time in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as required.

This Position Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Summary of Conditions, Benefits & Entitlements

The Forum Secretariat is part of the participating agencies of the Council of Regional Organisations of the Pacific (CROP) that have agreed through their governing councils to standardise employment conditions. Outlined in this section are the conditions, benefits & entitlements that accrue to the position of IT Systems Administrator.

Contract Term

• **Principle:** To ensure recruitment and retention of the best person for the position.
• **Practice:** The successful candidate will be entitled to a contract term subject to satisfactory medical examination and performance during a *six-month* probation period.

Working hours

• **Principle:** To ensure that the minimum legal standard is met.
• **Practice:** Normal working hours are 37 hours per week with the official office hours being:
  
  Monday – Thursday:  8:30am – 5:00pm  
  Friday:  8:30am – 4:30pm.
Salary

- **Principle:** To ensure relative worth of similar positions across CROP agencies is maintained and consistent with the market, a sample of positions across participating CROP agencies are validated and sized to ensure equivalent salaries are paid for equivalent jobs. Salaries for all Secretariat positions that are advertised internationally, are assessed annually compared to the reference markets which are the median of the Australian and New Zealand Public Service Sectors and the Fiji All Organisations market.

- **Practice:** This position is placed at Band 8, is denominated in Special Drawing Rights (SDR) and paid in Fiji Dollars according to the average SDR/Fiji exchange rate for the preceding month. The starting salary will be in the range of **SDR 24,587 to SDR 27,660** per annum. At the 1 April 2022 exchange rate this salary range was equivalent to **FJD73,680 to FJD82,078.** For non-Fijian nationals, this salary may be tax-free.

Superannuation

- **Principle:** To provide the minimum legal requirement of the host country.

- **Practice:** This entitlement amounts to the minimum Employer Contribution rate as provided in the Fiji National Provident Fund Act (currently 10%), which will be paid as a cash supplement to salary or to a nominated superannuation fund. For Fiji citizens this will be paid to the Fiji National Provident Fund.

Housing

- **Principle:** To ensure that staff have access to a reasonable standard of housing appropriate to their position.

- **Practice:** Rental assistance equating to 75% of suitable standard accommodation is paid to incumbents of positions that have been advertised internationally. Maximum rates are reviewed annually. The maximum rental assistance payable is FJD3,000 per month or FJD36,000 per annum in Suva. The assistance for overseas locations will be set following a review of the rental housing market.

Education

- **Principle:** To enable staff to have their dependent children educated to a recognised and acceptable standard.

- **Practice:** 75% of actual costs of fees for tuition, board and sanctioned tutorials are reimbursed up to a maximum of FJD21,855 per child per annum (in Suva) and up to a maximum of FJD65,565 per family per annum.

Recruitment & Repatriation Entitlements

- **Principle:** To meet costs of travel, accommodation and for moving personal effects of staff and dependents to enable a move to the base station on recruitment and back to recognised home on repatriation.

- **Practice:** Airfares, packing and removal costs for staff, spouse and dependent children between point of recruitment and Suva will be facilitated and paid by the Secretariat. Hotel accommodation for 6 working days is provided for staff on arrival and on repatriation. Reasonable removal expenses (packing, insuring, shipping and unpacking) from place of recruitment and on end of contract. A 20-foot container is the family entitlement for this purpose.
Establishment Grant
- **Principle:** To assist with settling in expenses.
- **Practice:** A grant equivalent to SDR 2,500 will be given to staff recruited from outside the greater Suva area.

Health/Life Insurance
- **Principle:** To provide standard health insurance.
- **Practice:** Health insurance covering local medical consultation, pharmaceutical benefits and overseas medical treatment (subject to certain conditions) and term life insurance equivalent to three times the base salary is provided for staff.

Annual Leave
- **Principle:** To provide for recuperation and recreation.
- **Practice:** The entitlement for annual leave is 25 working days per annum.

Sick Leave
- **Principle:** To provide for leave for illness or accident.
- **Practice:** The allocation for sick leave is 21 days per annum.

School Holiday Travel
- **Principle:** To enable parent-child reunion.
- **Practice:** One economy class return airfare per annum for a dependent child to visit their parent at the base station or one economy class return airfare for a staff member or spouse to visit their dependent child studying overseas.

Home Leave Travel
- **Principle:** To enable staff to maintain contact with their home environment.
- **Practice:** After having completed 18 months of service, expatriate staff members are entitled to home leave airfares provided they return for the remaining time of their contracts. The entitlement is for reimbursement of one economy class return flight between Suva and the place of normal residence for the staff member, spouse and dependent children.

Repatriation Grant
- **Principle:** To assist staff from outside the base station settle back in their home location.
- **Practice:** A grant equivalent to SDR 2,500 will be given on repatriation.

Tax Status
- **Practice:** Remuneration is taxable for Fiji nationals and may be tax-free in Fiji for non-Fiji nationals. It is the responsibility of the applicant to check the tax status of Pacific Islands Forum Secretariat salary in their relevant country.
- **Principle:** To meet the minimum legal requirements as agreed through the Establishment Agreement between the organisation and the host government.

Other Benefits
- Other benefits include family leave, maternity leave and special leave at the Secretary General’s discretion.
Administrative Information

The closing date for applications is **24 June 2022**. Applications should contain full information on education and career background. Applicants must also provide the names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Interested applicants are encouraged to apply through our website: [www.forumsec.org](http://www.forumsec.org) where an information package containing the job description and remuneration details is also available.

General Information on the Pacific Islands Forum Secretariat is available on the website.