PACIFIC ISLANDS FORUM

Applicant Information Package

SYSTEMS & NETWORK ADMINISTRATOR

May 2024
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About the Pacific Islands Forum

Founded in 1971, the Pacific Islands Forum (PIF) is the region’s premier political and economic policy organisation. The Forum Leader’s Vision is for a region of peace, harmony, security, social inclusion and prosperity, so that all Pacific people can lead free, healthy, and productive lives.

The work of the Pacific Islands Forum is guided by the **2050 Strategy** as:

“Our opportunity to engage with and shape the most significant dynamics and influences on our region, in order to secure our long-term wellbeing and prosperity. Through the Strategy, we will ensure we are resilient and ‘future-ready’ by being able to anticipate, prepare for and respond to hazardous climate events, geopolitical and security trends, and other unanticipated shocks.”

The 2050 Strategy 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 vision was that it would 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 with their natural resources, environment, culture, and livelihoods.

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

About the Information 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 and Network (S&N) 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>Planning &amp; Prioritising</th>
<th>“Developing and committing to personal, team, KRA and organization wide plans”</th>
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<tbody>
<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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</table>
Leading and Collaborating
“Actively leads self, others and organization to establish a positive and productive organization culture”

Applying Critical Thinking
“Gathering, organizing and analyzing information for effective decision making”

Developing and Strengthening Relationships
“Working cooperatively and establishing, developing and maintaining business relationships”

Delivering Value
“Deliver Outcomes that meet agreed quality and timeliness measures”

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 S&N 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:
     - Proactive management and on time reporting
     - Cloud Services
     - Network Equipment
     - Servers, systems, network and telecommunications systems
     - Information Security including Security Devices – Firewalls, DNS, end user device, etc
     - Disaster Recovery and Business continuity including backups and regular testing
     - Datacentre management including power filtering, air conditioners and access
   - Administration of all Server, Network and Security Device Admin user accounts and shares
   - Maintenance of the organisations IT systems at its BCP and DRP site
   - Ensuring that the organisation, its users and its data is well protected from IT threats both internally and externally;
   - Ensure that all equipment are patched and updates implemented
   - Backup and restore of data stores are completed successfully as scheduled

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/Security Incident and 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.
   - Escalate or manage Security incidents.

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, checklists, preventative maintenance lists, etc.
   - Ensure proper billing, paperwork is done for all services and maintenance done by external service provider.
   - 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 organisations information
- Continual improvement of services
- Maintaining availability of all services with the uptime of a Tier 2 Data Center.
- Cloud services – Office365, Kissflow etc.

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, IT engineering etc.
- Demonstrated knowledge & experience of at least 5 years in Networking, Cloud storage, Hyper Converged Infrastructure and Systems, storage and visualization, Information Systems and Information security.
- Demonstrated experience in coordinating and supervising back-office support and user support roles within a medium to large organization.
- Demonstrated knowledge in network load balancing, Firewalls, email routing and filtering, DNS, etc.
- Project work relating to core systems and network projects.
- Good communications and interpersonal skills essential, including formal report writing for different audiences.

Knowledge / Experience
- In depth knowledge of the following:
  - Systems and networks and risk management.
  - Network Design and implementation including routing, switching, wireless, etc.
  - Security Monitoring and log monitoring
  - Azure and Active Directory experience
  - Mobile/Office365 migration and administration
  - Patch management,
  - Access to systems using MFA
  - Email and cloud services.
  - Server, 2016 and the latest
  - HCI solutions and Virtualisation
  - Storage and Convergence Technologies
  - Ingress and Egress management
  - Defence in depth
  - Risk Management
  - Business Continuity and Disaster Recovery
  - WAN routing, DNS
  - Hostmaster for forumsec.org.
  - Certificate updates
  - LAN solutions such as structured cabling, Wireless LAN, switching
  - Infrastructure management of information File Server, Teams and One drive
  - Project management
  - Audio and visual recording of meetings
  - 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 and network 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
- All Other staff

- Receive organisation updates, instructions and general information
- Advising on network/computer issues
- 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 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 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 the Systems & Network Administrator.

<table>
<thead>
<tr>
<th>International Staff Remuneration &amp; Benefits</th>
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<tbody>
<tr>
<td><strong>Type</strong></td>
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<tr>
<td><strong>Contract Terms</strong></td>
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</table>
| Duration of contract | • Three years subject to a satisfactory medical examination and performance  
• Six-month probation period  
• Option to renew for an additional two terms, on completion of three years at the Forum based on performance, funding, and organisational requirements.  
• Maximum term limit of nine (9) years in the same band. | • To ensure recruitment and retention of the best person for the position. |
| Working hours | • Minimum of 37 hours per week | • Hours worked may be flexible to accommodate the needs of the Forum. |
| **Salary** | | |
| Salary Scales | • Starting salary from SDR 28,325 at Band 9 of our Salary scale (Equivalent to FJD 85,522 based on 1 May 2024 foreign exchange rate). | • Currency: Special Drawing Rights (SDR).  
• Salary may fluctuate based on currency conversion. |
| **Benefits** | | |
| Superannuation | • 10% paid by employer | |
| Housing Allowance | • 75% of housing costs capped at FJD4,000 per month | • Reviewed every 3-years. |
| Education Allowance | • 75% of education costs per child per annum (max. 3 children). Benchmarked to International School Suva - final year of high school fees. | • Dependents aged 4-22 years old only.  
• Reviewed annually. |
| **Recruitment Entitlement** | | |
| Airfares | • Flights for you and dependents from your home country to Fiji | • Shortest and most economical route. |
### Movement
- Packing, insurance, shipping and delivery of furniture, household and personal effects. Includes vehicles but excludes marine craft.
- Three quotes are required to be sourced.
- Additional customs duties will be at own expense.

### Accommodation
- Hotel accommodation for 6 working days for you and your dependents.
- On arrival and departure (nil meals & incidentals).
- Extension of accommodation needs further approval depending on circumstances.

### Insurance

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<tr>
<th>Health</th>
<th>Life &amp; Personal Accident</th>
<th>Travel</th>
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<tbody>
<tr>
<td>• Comprehensive medical insurance for you and your dependents under PIFS cover</td>
<td>• Term life insurance equivalent to three times the base salary is provided for staff.</td>
<td>• You will be covered by the Forum's travel insurance while on official travel outside Fiji</td>
</tr>
<tr>
<td>Organised by the Forum. Subject to the conditions of the medical provider.</td>
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### Family Provision

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<tr>
<th>School Holiday Travel</th>
<th>Home Leave Travel</th>
<th>Leave</th>
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</thead>
<tbody>
<tr>
<td>• One economy class return airfare per annum for a dependent child to visit their parent at the base station or return airfare for a staff member or spouse to visit their dependent child studying overseas.</td>
<td>• Airfares for return travel after 18 months service, for expatriate staff members. 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.</td>
<td>• 25 working days per annum (prorated)</td>
</tr>
<tr>
<td>To enable parent-child reunion.</td>
<td>To enable staff to maintain contact with their home environment. Allowance is for <strong>Airfares only</strong>. Staff are required to use annual leave entitlement.</td>
<td>Accrual up to allowed up to a maximum of 35 days. To provide for leave for illness or accident.</td>
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</tbody>
</table>

### Relocation Provision

<table>
<thead>
<tr>
<th>Establishment Grant</th>
<th>Repatriation Grant</th>
<th>Tax Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SDR 2,500 on arrival.</td>
<td>• SDR 2,500 on repatriation.</td>
<td></td>
</tr>
<tr>
<td>Settling in expenses.</td>
<td>Settle back in their home location.</td>
<td></td>
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</table>

### Tax Status

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<tr>
<th>Tax Exemption</th>
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<tr>
<td>• Staff who are not nationals of the host country Fiji are exempt from income tax in Fiji. You will be responsible for confirming your tax status with your government and meeting any related obligations.</td>
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<tr>
<td>Remuneration is tax-free in Forum member countries. It is the responsibility of the incumbent to check their tax status.</td>
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</tbody>
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### Other Benefits
- Other benefits include family leave (6 days), maternity leave (98 days/child – three children only) and special leave at the Secretary General’s discretion.
The closing date for applications is **Friday 12 July 2024**. 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 is also available on the website.