

# MINISTRY OF PUBLIC WORKS, METEOROLOGICAL SERVICES & TRANSPORT

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**JOB DESCRIPTION: Computer Operator – Nadi/Labasa**  
**DEPARTMENT OF METEOROLOGY**

## **CORPORATE INFORMATION**

1. Position Level Band E
2. Salary Range \$19,041.75 - \$24,412.50
3. Duty Station Nadi Office
4. Reporting Responsibilities
  - a. Reports to: Principal System Analyst
  - b. Subordinates: None
  - c. Liaises with: Vendors & Suppliers  
Other Ministries  
Within Ministry

## **POSITION PURPOSE**

The primary purpose of the position is to provide support for client-end hardware and software as a backup service to provide resolution of faults ensuring smooth running of the operations for the Division. This position also accounts and audits all the information technology related hardware, software and networking to enable the FMS staff to stay connected to the data, images and other communications.

## **KEY RESPONSIBILITY AREA (KRA)**

This position will achieve its purpose through the following key responsibilities;

1. Provide help desk support service in the installation of new computers or upgrades and repairs;
2. Provide backup support for technical and network support for software end users;
3. Accounts and audits all the items under inventory in the Division;
4. Ensuring maximum agreed uptime (99%) of ICT equipment and communications;
5. Provide ICT support for Meteorological equipment;
6. Focal point for ICT projects in the division for executing, monitoring and reporting in a timely and efficient manner;
7. Actively contribute to all corporate requirements of the Ministry's, including budgeting, planning, selection, discipline and performance assessment activities where required.

## **KEY PERFORMANCE INDICATORS (KPI)**

Performance will be measured through the following indicators;

1. Ensure maximum agreed uptime (99%) of all ICT equipment through preventative maintenance and proactive actions;

2. Provide technical support for hardware and software application to staff in a timely and efficient manner;
3. Ensure maximum agreed uptime (99%) for Biometric, CCTV and PABX systems and generate reports when required; and
4. All reports are compiled with appropriate information and submitted within agreed timeframes.

### **PERSON SPECIFICATION**

In addition to Diploma in IT (or equivalent) to other IT certification, the following knowledge, experience, skills and abilities are required to successfully undertake these roles are;

### **KNOWLEDGE AND EXPERIENCE**

1. At least 3 years of experiences in a similar job requirement;
2. Working experience in hi-tech equipment associated with communications and networking;
3. Practical working knowledge of Anti-virus, Utility, Office Software and Operating Systems with ability to troubleshoot and provide solutions in a timely and efficient manner;
4. Practical working knowledge of troubleshooting and network management; and
5. Demonstrated experience in PC/Laptop/Printer maintenance and repair.

### **SKILLS AND ABILITIES**

1. Good communication skills;
2. Service oriented with commitment to support implementation of required standards;
3. Demonstrated ability to work cooperatively within a team environment;
4. Ability to Rational think and taking pro-active actions;
5. Ability to follow instructions and meet set deadlines when under pressure and managing stressful situation.

### **PERSONAL CHARACTER AND ELIGIBILITY**

Applicants for employment in the Ministry of Public works, Meteorological Services & Transport must be Fijian Citizens, under age of 60, in good health, with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Ministry of Public works, Meteorological Services & Transport is an Equal Employment Opportunity Employer. Applicants are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability.