

Are you self-motivated? Enthusiastic and driven?



VAC 19/2023: MEMBER SERVICES OFFICER [NADI]

Reporting to Team Leader Agency, you will be responsible for delivering excellent customer services to the Public whilst upholding the Fund's Corporate Values.

Position Requirements

- Diploma in Accounting, Banking & Finance, Business Studies, Management or equivalent.
- At least 2 years' of experience in customer services.
- Working experience in a related industry would be an advantage.
- Basic knowledge and understanding of the Funds products and procedures.
- Able to comfortably work with technology and software to perform duties.
- Able to remain professional and composed while dealing with high pressured situations.
- Maintain discretion in dealing with confidential matters with our members.
- Good listening and interpersonal skills.
- Excellent telephone etiquette.
- Strong attention to detail.
- Able to work in a team environment that is fast paced and challenging.

VAC 20/2023: SERVICE DESK & TECHNICAL ANALYST [SUVA]

Reporting to Team Lead Systems & Network, you will be responsible for end user support, monitoring of and adherence to agreed service levels, client based hardware and software maintenance and support and periodic reporting.

Position Requirements

- Diploma in Computer Science, Information Systems, Electronic Engineering or equivalent.
- At least three (3) years' relevant experience in IT, preferably in a Service Desk/Helpdesk environment.
- Certifications in the following would be desirable:
 - CompTIA A+, N+ (or similar)
 - MCSA: Windows 10
 - CCENT
 - ITIL Beginner
- Understanding of systems and networks architecture models.
- Experience in Microsoft Windows client systems operation and configuration.
- Competency with MS office applications, Antivirus and Endpoint protection.
- Knowledge of ITSM principles.
- Familiarity with ISO 27000 series of standards and ISO 9000 standard.
- Knowledge of applicable data privacy practices and laws.
- Hands on experience with diagnosing and resolving basic technical issues.
- Excellent communication and interpersonal skills.
- Customer-oriented and able to work well under pressure.



A detailed job description for the above position can be accessible on the following link: <https://www.myfnpf.com.fj/index.php/careers> or by scanning the QR code.

**A market driven salary will be offered to the successful candidate
Please note that incomplete and late applications will not be considered.**

To submit your applications please visit our website: [myfnpf.com.fj](https://www.myfnpf.com.fj).

Applications close on Friday 24th March, 2023

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