

<b>Job title</b>	Service Desk & Technical Analyst
<b>Grade</b>	2A
<b>Reports to</b>	Team Lead Systems and Networks
<b>Business Unit</b>	Enterprise Architecture and Support
<b>Location</b>	Head Quarters (Suva)

## Job purpose

The position will report to the Team Lead Systems and Networks and will be responsible for Service Desk Support. The incumbent will also 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.

## Duties and responsibilities

- Provide level 1 Application, Hardware, and End User Software support for all business applications.
- Proven ability to work with Enterprise Service Desk solution.
- Proven ability in understanding escalation of requests and workflows.
- Manage Service Desk requests, maintain agreed service levels and ensure compliance with IT standards.
- Coordinate Service Desk efforts and liaise with Level 2/3 support as needed. Follow up on outstanding requests and manage access levels.
- Ensure timely delivery of reports and information relating to IT resource provisioning.
- Coordinate computer and systems access forms for new staff in liaising with HR and relevant business units.
- Attend to daily system checks.
- Ensure disaster recovery and business continuity initiatives are completed successfully, tested and verified for accuracy and integrity.
- Undertake any other duties/task as assigned by the Manager Enterprise Architecture and Support.

## Education & Experience:

Diploma in Computer Science, Information Systems, Electronic Engineering or equivalent with three (3) years relevant experience in a similar role.

## Desirable Certifications:

- CompTIA A+, N+ (or similar)
- MCSA: Windows 10
- CCENT
- ITIL Beginner

## Key Competencies

- Understands and relates to the Fund's vision, mission, values and objectives.
- Customer focussed attitude
- Understanding of systems and networks architecture models
- At least 3 years highly relevant IT experience, preferably in a Service Desk / Helpdesk environment.
- Experience in Microsoft Windows client systems operation and configuration.
- Competency with MS office applications, Antivirus and Endpoint protection.
- Show independence and initiative in troubleshooting, identifying and solving problems.
- Good organizational, interpersonal, and analytical skills
- Ability to handle pressure, multi-task priorities, and manage time/ deadlines effectively.
- Knowledge of ITSM principles.
- Familiarity with ISO 27000 series of standards.
- Familiarity with ISO 9000 standard.
- Knowledge of applicable data privacy practices and laws
- Must have excellent written and verbal communication skills
- Developing creative, innovative, practical and sustainable solutions.
- Showing independence and initiative in identifying and solving problems.
- Must be able to work with minimal supervision

## Reporting Structure

*Direct Reports:* None

*Indirect Report:* None

## Authority Levels

*Financial:* None

*Staff:* None

*Contractual:* None

## Internal & External Contacts

*Internal Contact*

- All Departments
- IT Management
- Staff as required

*External Contacts*

- Members
- General Public
- Third Party vendors

## Working conditions

The incumbent may be required, to from time to time, to work late hours or during weekends, including travelling to other FNPF branches & agencies or, to work in other functional areas for job rotation for developmental purposes.