

LEGAL AID COMMISSION

"Promoting Greater Access to Justice to all Fijians"



JOB DESCRIPTION

Position: Information Technology Manager **Unit:** Information Technology Unit
Location: Suva **Salary:** n/a
Reports To: Director, Business Operations Manager

THE POSITION

The primary purpose of this position is to provide expert and specialist service, advice, and support the development and on-going maintenance of the IT infrastructure of the Legal Aid Commission. The IT Manager will be responsible for managing the organization's IT infrastructure and support IT needs. The IT Manager will be responsible to the Director and Business Operations Manager.

KEY RESPONSIBILITIES

- IT systems installation, configuration, implementation, maintenance, including security systems, server, network, and database administration;
- creating and maintaining comprehensive documentations relating to servers, network topology, equipment and configurations;
- managing and updating the organisation's social media accounts, posts, and pages;
- formulating, implementing, and regularly updating IT policies for the Commission;
- creating project plans, design, and implement solutions;
- provide technical support to the Commission's employees and train non-technical workers to use information systems and applications;
- ensuring the availability, performance, and security of IT systems, including the database systems, network systems, security of data, network access and backups;
- continuous update and maintenance of the organisation's website content and ensure website availability at all times;
- diagnose and resolve all hardware and software faults;

- respond to internal and external customers, both verbally and in writing in a courteous, professional and timely manner;
- provide reports and feedback to the Director and Business Operations Manager on activities carried out by the IT Section and status of existing IT systems;
- setting up new user accounts for new and existing staff including emails and staff system profiles and dealing with password issues;
- creation and management of staff security access cards for access control system, which controls and monitor access to the Commission's premises;
- compile and maintain inventory of company software and systems assets and their corresponding contracts / agreements;
- contribute to and participate in the preparation and communication of training materials and documentation to end users, facilitate workshops, and other user-related activities as necessary;
- conduct Board of Survey, audit systems, and assess their outcomes;
- conduct research and analysis of new products, tools and technologies to help in strengthening of IT systems for the office;
- undertake other relevant duties assigned by the Business Operations Manager and or the Director.

SELECTION CRITERIA

THE PERSON

Relevant qualification in Information Technology, Computer Science, Information System, Networking, Server Management, or any other related discipline, with a proven experience in managing IT infrastructure, servers, and services, computer networks, network administration, with proficiency in Microsoft Windows, Windows Software including Server, Office, and Exchange. The person must have at least 5 years' experience and preferably possess certifications in networking and network security, server management, Microsoft certification and or other industry certifications.

KNOWLEDGE & EXPERIENCE

- at least 5 years' of proven experience in a similar role or relevant experience working on a broad range of IT applications and requirements;

- proven experience in managing IT infrastructure, networking, servers, and IT related projects;
- excellent knowledge of technical management, information analysis and of computer hardware/software systems;
- proficient in computer hardware, software, cabling installation and support, wireless technology, and security
- comprehensive understanding of network and server infrastructure;
- experience in designing, developing and integrating websites and applications;
- expertise in data centre management and data governance (DBMS);
- working knowledge of Programming, Networking, Servers, Applications Management, Windows and Linux platform;
- must have working knowledge of current network hardware, protocols and standards;
- knowledge and experience in case management systems;
- experiences with data migration, DNS, Active Directory, Web Designing, network and applications security.
- understanding of the Legal Aid Commission's and Government Procurement Policies and Procedures;
- thorough knowledge and experience with computer networks, network administration and network installation;
- manage multiple projects simultaneously. Learn and apply new technologies quickly.

SKILLS & ABILITIES

- excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service and building rapport across the organization and externally;
- ability to follow instructions and meet set deadlines;
- demonstrated ability to lead a team and work co-operatively within a team environment;
- service oriented approach, with a commitment to supporting the operational/corporate goals of the organization;
- demonstrate ability to troubleshoot for problems in computers systems architecture;

- demonstrate ability to use different software programs;
- good understanding of project management and software development life cycle (SDLC);
- exceptional organising and time management skills;
- A professional attitude and awareness of confidentiality requirements of the Office;

SALARY

- In making the Legal Aid Commission an “employer of choice”, a lucrative salary package would be offered.