



LEGAL AID COMMISSION
"An Equal Opportunity Employer"

POSITION DESCRIPTION

Employee:		Employee ID:	
Salary Scale:	[\$19,778.72 - \$26,659.58]	Position:	Assistant IT Officer (Communications)
Level	IT 04	Duty Station	Suva
Reports to:	Manager IT	Report	N/A

Objective

The Assistant IT Officer (Communications) plays a crucial role in supporting the IT function's strategic alignment with the Commission's Strategic Plan. He/She must ensure the communications systems are managed effectively, contributing to the Commission's reputation for excellence in IT services.

Key Responsibilities

- Provide administrative IT Support and technical assistance to staff, helping to resolve hardware and software issues, and responding to service requests in a timely manner
- Effectively supports the Commission's communications strategy
- Provide efficient and compliant IT services through network configuration and collaboration with IT Team to implement communications strategies
- Provide excellent customer service to staff and stakeholders
- Management and maintenance of an updated database for administrative and record keeping purposes
- Correspondence with staff and other stakeholders managed efficiently and with discretion
- Effective administrative planning and coordination support provided
- Efficient support services provided in the coordination of meeting online set up
- Implement and monitor IT risk management system
- Demonstrate and promote the Commission's image and values standards.

SELECTION CRITERIA

The Person

A Diploma in Information Technology/Computing is essential

Knowledge, Experience, Skills and Abilities

- At least 1 year of continuous experience in a similar role
- Strong understanding of communications protocol and networking principles
- Excellent problem solving and analytical abilities
- Familiar with the latest communications technologies and software
- Excel in interpersonal interactions and provide outstanding customer service.
- Focused on precision, this individual diligently addresses the finer aspects of a task or activity to guarantee thoroughness and exactness.
- Strong organizational skills with the ability to multi-task;
- Ability to communicate effectively in writing and verbally;
- Ability to work flexible hours and long hours;
- Demonstrates ability to plan, coordinate and organise work;
- Excels in crafting novel and imaginative approaches, bringing forth unique and original concepts.

Eligibility

All applicants for employment in the Legal Aid Commission will be required to provide a medical and police clearance as a pre-requisite condition for employment.

Change to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment hence this job description may be reviewed to accommodate the change.

Assistant IT Officer (Communications)

Date

Manager IT

Date