



Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
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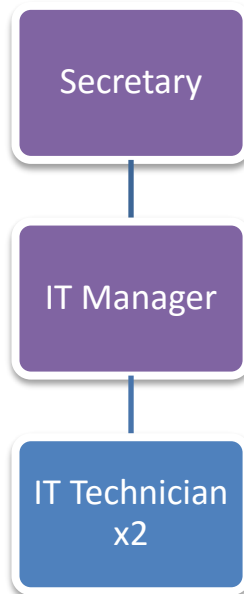
POSITION SUMMARY

Job Title:	IT Technician
Division:	Corporate Services
Responsible To:	IT Manager
Responsible For:	None
Job Purpose:	<p>The role of the IT Technician is to deliver the management of information technology of the Ministry of Justice and provide technical advice and support on operational matters. This is a technical role requiring specialized skills and knowledge in information systems management, database and website management, desktop, network, and server support and maintenance, software licensing, IT security, and project implementation, while ensuring maximum uptime and system integrity.</p> <p>The position must work at a high level of competence in information technology and management principles to ensure the continued the provision of court, land, and registry services to the public by the Ministry in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Technical, Service delivery and Business Support Job band: F Jobwise Code: T3 – First Level Specialist
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Policy Development and Advice</p> <ul style="list-style-type: none"> Support the development and implementation of information technology policy for Ministry of Justice in accordance with MFEM, PSC, PERCA, ICT, and Audit requirements and applicable policies. Provide timely IT advice to Secretary and senior management to facilitate sound management decision making and develop innovative solutions to achieve Ministry plans' (including Business Plan and Strategic Plan) goals within budget. Provide timely advice and IT information to Secretary and senior management when requested, and when there are changes in Ministry operations or applicable legislation, regulations, and government policy. Provide IT support and input into Ministry-wide planning and operational processes. Under the direction of the IT Manager, assist senior management in the development, implementation, and maintenance of software application procedures and manuals. 	<ul style="list-style-type: none"> Ministry IT policies and procedures updated and consistent with legislative and regulatory requirements, best practices, and ICT requirements and policies. Timely completion of Business Plan and Budget and proper allocation of IT resources to achieve Ministry Plans' goals. Accurate advice and IT information is provided within agreed timeframes. Ministry planning documents are timely updated to consider IT implications and analysis. Procedures and manuals for all Ministry divisions are up to date.
<p>2. Information Technology Management</p> <ul style="list-style-type: none"> Coordinates and delivers the acquisition, installation, maintenance, and disposal of computers, printers/scanners, servers, and other IT devices and related infrastructure, software and systems in compliance with MFEM, PSC, and Audit requirements, and Ministry policy. Assists in the management and troubleshooting of group and user policies and permissions, network connectivity and data usage within Ministry policy and in coordination with ICT when applicable. 	<ul style="list-style-type: none"> Staff are provided necessary hardware and software (appropriately licensed) to effectively and efficiently do their jobs. Staff have appropriate access to network devices and resources to effectively and efficiently do their jobs. IT issues are timely responded to, and resolved.

<ul style="list-style-type: none"> • Provides timely IT support to minimize interruptions to staff, and Ministry functions, systems and services, including staff in remote locations (e.g. Pa Enuā). • Delivers IT support and maintenance of the Court audio recording system and software (FTR), and teleconferencing and video conferencing technology for the Ministry. • Assists in the development, implementation, maintenance, and management the Ministry website(s) and online platforms in consultation with the Secretary and IT Manager to ensure updated relevant content and information on Ministry services are available and presentable online. • Facilitates security of Ministry network, servers, computers, devices, and maintains security surveillance and door access systems. • Assists in the management of IT and digital assets of the Ministry within applicable policy. 	<ul style="list-style-type: none"> • Court audio recording system and software, teleconferencing, and video conferencing is available and operational. • Ministry website is regularly updated with relevant content and is presentable. • Ministry IT system is secure and breaches are reported and resolved. • Security surveillance is deployed and operational in areas in consultation with the Secretary. • Door access systems are deployed and maintained, and applicable policy is implemented. • IT and digital assets are tracked, updated, regularly reported to IT Manager and Secretary, and where applicable a replacement schedule is developed.
<p>3. Managing People</p> <ul style="list-style-type: none"> • Implement the Ministry performance management plan, training and development plan, business plan, strategic plan, disaster risk management plan, and communications plan. • Effectively build and manage relationships with staff and service providers. • In consultation with the IT Manager, provide training for staff on Ministry information systems policies and processes, and software and IT support. • Inform and consult with Secretary, HR & Asset Manager, and any relevant senior manager in relation to any management issue, and provide support in resolving conflicts. • Take on responsibilities of IT staff in their absence or vacancy. 	<ul style="list-style-type: none"> • IT staff have current performance management agreements, and Ministry plans are implemented. • Ministry staff and service providers are satisfied with the solutions provided. • Relevant staff are trained and a procedure manual is regularly updated. • Secretary and senior management are provided with accurate and relevant information and management support to resolve work related issues. • IT responsibilities and duties of Corporate Services division are met and managed during staff absence or vacancy.
<p>4. Reporting and Consultation</p> <ul style="list-style-type: none"> • Regular reports are provided to IT Manager on IT issues and their progress towards resolution, security breaches, website issues, and progress status of document scanning initiatives and any IT project development and implementation. • Assist in the compliance of all reporting requirements under the MFEM Act and policies, PERCA, PSC, Audit, and Ministry of 	<ul style="list-style-type: none"> • Regular reports are provided within agreed parameters. • Annual Reports are timely completed and submitted within MFEM timeframes and Audit and PERCA requirements are supported.

<p>Justice as they relate to information technology.</p> <ul style="list-style-type: none"> • At the direction of the IT Manager or Secretary, investigate breaches in any policy relating to computer use, and timely report back. • Assist in the negotiation of rates and costs of goods and services with local and international service providers in consultation with the IT Manager and Finance Manager. 	<ul style="list-style-type: none"> • Reports to IT Manager or Secretary are provided within parameters. • MFEM purchasing policies are followed.
<p>5. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Assist in the management of grievances relating to delivery of services in relation to Ministry IT services, including website, licensing, and network and desktop support. • Timely attend to all customer requests and enquiries both locally and internationally including email and telephone enquiries from IT service providers, Ministry staff and members of the Judiciary (Judges, Justices of the Peace, Coroner, Board and Tribunal members), and manage such requests and enquiries until resolved. • Ensure Ministry data and information, including customer and financial information, are kept secure. • Timely respond, report, and resolve any network, computer, or device security breaches. • Manage the delivery of Ministry information technology services to staff and general public within performance management agreements. 	<ul style="list-style-type: none"> • Timely respond to enquiries (including phone and email) within set parameters. • Customer Satisfaction. • Ministry data and information is secure, USB ports are locked except where approved by the Secretary, and hard drives are and data storage components are reformatted and destroyed as part of the asset disposal process. • Security breaches are mitigated, resolved, and reported to IT Manager or Secretary, and to ICT (where appropriate). • Performance management agreement targets are met.
<p>6. Systems Development</p> <ul style="list-style-type: none"> • Develop, implement, manage, support and maintain IT systems that improve the efficiency, effectiveness, reporting, management, and accessibility to Ministry services (e.g. implementing EFTPOS and online payment methods; secure key card door lock system; case management system). • Undertake feasibility studies at the direction of the Secretary or IT Manager and report on the viability of proposed initiatives. • Undertake any project or task assigned by the Secretary or IT Manager that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> • IT solutions are identified, scoped, and implemented where approved by the Secretary and where resources are available. • Feasibility Studies are provided within agreed parameters. • Projects and tasks are completed within agreed parameters.

WORK COMPLEXITY

<p><i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i></p>	
<p>1</p>	<p>Troubleshooting network connectivity to Ministry systems and internet services over the government network and coordinating resolution with related service providers (e.g. ICT, Bluesky) while minimizing interruption to staff and Ministry operations (including the Pa Enea).</p>
<p>2</p>	<p>Ensuring servers, computers, printers, scanners, other electronic devices, and related software are secure by ensuring software and firmware are up-to-date, maintaining and reviewing access logs, managing firewall and anti-virus software, maintaining software licenses, and implementing proper data backup and recovery.</p>

3	Implement, support and maintain the rolling out of IT projects (including the movement of Ministry services onto online platforms) in consultation with the Secretary and IT Manager and within limited budget.
4	Troubleshooting and quickly resolving IT related issues while under pressure to minimize disruption of court hearings.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	None
Staff	None
Contractual	None

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Medium: Assisting in the provision of information technology advice, analysis, and reports. Supports implementation of IT policies, website(s) and online platforms, and projects and systems, in coordination with ICT.	Service Providers	Routine: Assists in delivering the acquisition, installation, maintenance, and disposal of IT devices and infrastructure, software and systems, and related development, implementation and support services, in compliance with MFEM, PSC, and Audit requirements, and Ministry policy.
IT Manager and IT Technician	Heavy: Coordinates daily IT support, and system development, implementation and maintenance. Where necessary, assumes responsibilities in their absence.	ICT	Routine: Assists in managing and troubleshooting group and user policies and permissions, network connectivity, anti-virus support, data usage, e-government initiatives, and computing requirements.
Stenographers and court staff	Heavy: Supports the provision of FTR software, audio equipment, video conferencing and teleconferencing equipment, and computer systems and permissions for court hearings.	Other Government Ministries and Agencies	Routine: Assist in the support and connectivity to Ministry of Justice services where applicable and within approved policy.
Registrars, Deputy Registrars, Chief Surveyor	Heavy: Facilitates and supports the scanning and archiving of land, survey, and registry documents and supports the software relevant to each division	General public	Routine: Assists in the updating of website(s) content and responding to technical enquiries.

Pa Enea offices	(e.g. Autocad for the Survey department). Medium: Provides IT support to maintain and improve connectivity to and from Pa Enea offices to support the provision of Ministry services in the Cook islands.		
Judiciary and all Ministry staff	Heavy: Provides IT solutions and support while minimizing interruptions to ensure Ministry functions and services are operating. Assists in the management of digital assets.		

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree in information systems, information technology, computing or computer science. 	<ul style="list-style-type: none"> A+ Comptia certification or equivalent. Network+ Comptia certification or equivalent. Security+ Comptia certification or equivalent. MCSE certification or equivalent. Cisco Certified Network Administrator (CCNA) or equivalent.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
2 – 5 years of work experience in an information technology role.	5 – 8 years of work experience in an information technology role.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> Ability to provide desktop, printer/scanner, network, and server support and maintenance, and troubleshoot and provide timely IT solutions. Knowledge of Microsoft Windows operating system. Proven ability in collating factual information and producing reports. Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. Excellent attention to detail.

	<ul style="list-style-type: none"> • Communicates with clarity and vision, actively listens to others, responds with respect, and able to explain computer terminology in easy to understand words. • Able to explain IT terminology in simple terms. • Takes ownership and acknowledges important outcomes of decisions. • Ability to negotiate and solve problems quickly. • Highly developed written and oral communication skills, preferably both English and Maori.
Advanced	<ul style="list-style-type: none"> • Ability to project manage the development, implementation, and maintenance of IT solutions. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint, Access, Outlook). • Knowledge of digital court recording software For The Record (FTR) and court audio recording equipment. • Knowledge of video conference software and application to support court functions and remote connectivity (e.g. Pa Enea). • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour. • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Ability to work both independently and cooperatively, and within the directions of and policies established by ICT. • Ability to handle confidential and sensitive information.
Working	<ul style="list-style-type: none"> • Knowledge of information systems management, databases, websites, infrastructure and cabling. • Understands IT security and licensing. • Ability to develop and implement policy and guidelines. • Average computer typing speed of at least 36 words per minute. • Knowledge of installation and support of accounting software packages (e.g. MYOB, Reckon, FMIS) and point of sale software. • Knowledge of Hypertext Markup Language (HTML), Javascript, PHP coding, and Cascading Style Sheets (CSS), Content Management System (CMS), and file conversion. • Understanding of and ability to timely meet MFEM, PERCA, PSC, and Audit reporting requirements and policies as they relate to information technology. • Ability to manage information technology in a public service context. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication. • Able to think on one's feet and has a sound sense of judgement.
Awareness	<ul style="list-style-type: none"> • Knowledge of Active Directory, and group policy and user management. • Knowledge of implementing online payment methods (e.g. wire transfer, credit card and EFTPOS). • Knowledge of database administration and Structured Query Language (SQL). • Knowledge of Hypertext Markup Language (HTML), Javascript, PHP coding, and Cascading Style Sheets (CSS), Content Management System (CMS), and file conversion. • Knowledge of the Official Information Act 2008.

	<ul style="list-style-type: none"> • Familiarity with legislation enabling services provided through the Ministry of Justice. • Understands the workings of government. • Recognises the boundaries between politics, governance and management and acts accordingly. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
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CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date