



POSITION DESCRIPTION

Title:	Systems Administrator
Location:	Ministry of Education, Rarotonga, Cook Islands
Employment Status:	Fulltime, permanent position
Job Sizing:	Band H – Salary Range: \$30,846 - \$35,781 - \$41,950
Accountable To:	Head of Ministry, Secretary of Education through the Director: Information Technology and Communication
Date:	July 2017

The Ministry of Education's Vision is:

The Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports life long learning through the provision of quality services.

The Ministry of Education's Mission is:

Excellence in citizenship through educational empowerment

Organisational Values

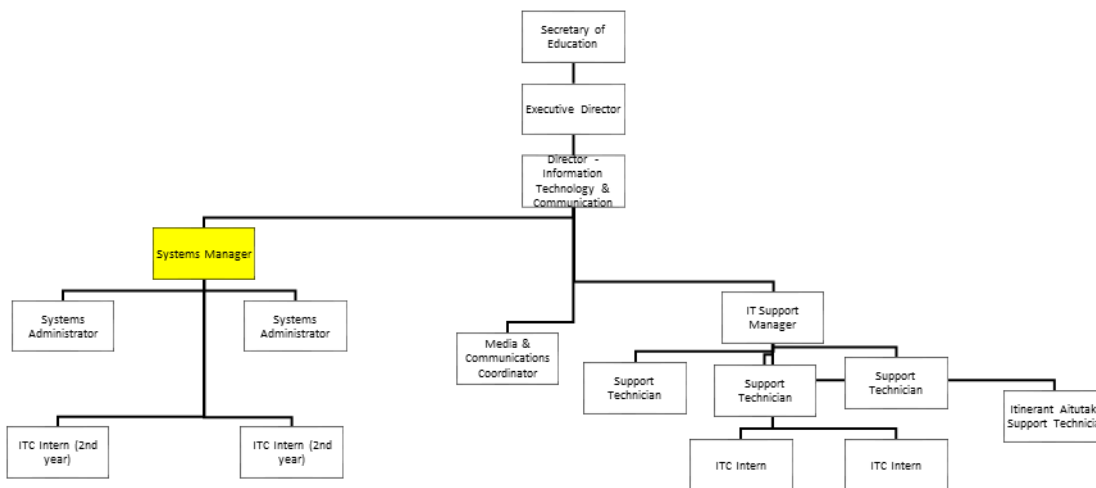
Efficiency	Pride
Respect	Support
Honesty	Loyalty
Professionalism	Sensitivity
Flexibility	Equity

Background/Justification

- The education system is one of government's key responsibilities and will therefore require large investments in ICT infrastructure and resources to meet its goals. It is therefore imperative that sound ICT governance practices exist within the Education Sector to overcome geographic distances to deliver, support and enhance teaching and learning.

- The Education sector requires an ICT architecture and infrastructure system that is well researched, planned, secure, stable, monitored, scalable and sustainable (both environmentally and financially) to support the achievement of educational goals.
- The Ministry of Education’s ability to meet its statutory requirements in terms of adherence to the Official Information Act (2008) is reliant on the use of sound data governance practices and procedures. Education Act (1986-1987), National ICT Policy (2004), NSDP.

Organisation Structure – Information Technology and Communications Division



Divisional Objectives

Information Technology

- To ensure that the Ministry of Education operates an Information and Communication Infrastructure that is robust, well researched, planned, secure, stable, monitored, scalable and sustainable to support the achievement of educational goals.
- To ensure the protection, confidentiality, availability and integrity of the network through developing a Ministry of Education backup and IT disaster recovery plan.
- To be able to provide ongoing Information and Communication Technology maintenance support for the Ministry of Education and schools through technical support to procure, maintain and replace electronic equipment.

- To provide basic training/orientation for new Ministry of Education staff as appropriate (access to file server, email and internet).
- To provide technological support that allows the Ministry of Education to deliver on the goals of the Education Master Plan.

Key Functional Relationships

Internal

- Other Ministry of Education staff
- Media Officer
- ICT Support Staff

External

- Schools
- Office of the Prime Minister – IT Division
- ICT vendors/partners (from private sector)
- Telecom

Accountabilities

Key Accountabilities

- Ensure that IT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable.
- The timely and effective provision of Ministry of Education and schools' ICT support services.
- The provision of training opportunities to raise school and Ministry of Education staff levels of ICT literacy.
- Manage the ICT portfolio (hardware, software).
- Monitor the adherence by schools and the Ministry of Education to policies and best practice guidelines regarding the use of ICT.
- Ensure objectives of the Information Technology and Communication division are achieved.

Key Collective Accountabilities

- Participate fully and co-operatively as a member of the Information Technology and Communication Division.

- Provide peer support to Divisional members and take collective responsibility for the performance of the Division.
- Represent the Ministry of Education both nationally and internationally as required.

Appointee Specification

Knowledge and Experience

- A minimum of two years' of relevant IT experience in any or all of the following areas:
 - Managing a network
 - Server administration
- Proficient level of technical understanding in any of the following areas:
 - Windows 2000/XP/2003 Operating System, Microsoft Office 2000/2003/2008/XP
 - Linux, Open Office and other open source productivity applications
 - Networking

Skills and Behaviours

Key Technical Skills

The incumbent needs to demonstrate the following key technical skills:

- A proficient understanding of servers, networking equipment, workstations, printers and other IT peripherals.
- A proficient understanding of operating systems and networking.
- A strong understanding of support, troubleshooting and help desk issues.
- A general knowledge of network security issues.

Other Skills and Behaviours

The incumbent also needs to demonstrate:

- Desire to undertake challenging tasks in pursuit of long term positive outcomes.
- Collaborative approach to the development of quality IT infrastructure.
- Sensitivity towards and understanding of Cook Islands culture.
- Commitment towards positive outcomes in providing high quality education for all.
- Clear verbal and written communication
- Good time management
- Proficient report writing

Qualifications

- Preferably a University degree or relevant qualification with a strong focus on Information and Communication Technology.

Description of Services

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

System Administration

Manage, maintain and administer the Ministry of Education and schools' computers, servers, networks and peripherals.

Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc in accordance with standards and project/operational requirements.

Ensure connectivity to the local Internet Service Provider (ISP) and LAN is available, secure and reliable.

Implement and test the Ministry of Education's back up and IT disaster recovery plan.

Training and Staff Development

Provide guidance/assistance relating to the use of standard computer applications (Microsoft Office) and electronic equipment (digital camera).

Provide basic training/orientation for new Ministry of Education staff as appropriate (access to File Server, email, internet).

Prepare relevant user-documentation and operational procedures.

Maintain system configuration documentation for servers and network devices.

Ensure knowledge currency through ongoing professional development and reading.

Support

Diagnose hardware and software problems, and replace defective components.

Provide help desk support to Ministry of Education staff and schools.

Confer with network users about how to solve existing system problems.

Asset Management

Maintain inventory records of all ICT applications and equipment.

Liaise with suppliers on behalf of MoE and schools.

Procurement of ICT equipment for MoE and schools.

Maintain an inventory of hardware and software.

Maintain an inventory of parts for emergency repairs.

Coordinate with vendors and with company personnel in order to facilitate purchases.

Prepare and conduct IT audit checks for compliance with Ministry of Education policies and best practices.

General

Perform other miscellaneous duties as assigned by senior management and the Secretary of Education.

Protect the organisation's value by keeping information confidential.

Accomplish organisational goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Work as part of a team.

Outputs

OUTPUT	KEY PERFORMANCE INDICATORS
ICT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable	<ul style="list-style-type: none">• Updated plan designed and implemented• System redundancies planned, implemented and tested• Network modified/upgraded to meet educational goals• Data backup plan designed and implemented• Monthly data report produced• Monthly ICT report produced
Ministry of Education and schools' ICT support services are provided in a timely manner and meet requests	<ul style="list-style-type: none">• Staff "Up Time" maximised – STS• ICT Maintenance schedule and register• Quarterly school retreat• End user feedback survey collected and analysed• Support ticketing system used• Monthly ICT Report produced
Ministry of Education and school staff are ICT literate	<ul style="list-style-type: none">• ICT Training Needs Analysis conducted• ICT Training Schedule prepared

	<ul style="list-style-type: none"> • Training conducted and reviewed annually
ICT portfolio (hardware, software) developed and managed	<ul style="list-style-type: none"> • Assets maintained in registry • Assets replaced according to schedule • Asset disposal meets environmental disposal plan
Ministry of Education and Schools adhere guidelines	<ul style="list-style-type: none"> • Basic school audit reports prepared

Personal Commitments

Demonstrated evidence of ability to commit to the following principles:

- Ministry of Education vision, mission and goals, including the Education Master Plan
- Working with Ministry of Education staff, schools and other Government and Non-Government Organisations in a culturally sensitive and appropriate manner.

Certification:

Secretary of Education

Date: