



SPREP
Secretariat of the Pacific Regional
Environment Programme

APPLICANT INFORMATION PACKAGE
Information Technology Support Officer (ITSO)

For residents and citizens of Samoa only

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A. Background Information on SPREP

The *Secretariat of the Pacific Region Environment Programme* (SPREP) is the regional organisation established by the Governments and Administrations of the Pacific charged with protecting and managing the environment and natural resources of the Pacific.

The head office is based in Apia, Samoa with other SPREP offices in Fiji, the Republic of the Marshalls Islands, Vanuatu and the Solomon Islands.

SPREP has around 160 staff and has an annual budget of approximately USD41 million in 2024.

The establishment of SPREP in 1993 sends a clear signal to the global community of the deep commitment of Pacific Island Governments and Administrations for better management of the environment within the context of sustainable development.

The strategic direction for SPREP is clearly set out in the 2017-2026 SPREP Strategic Plan. The Plan outlines the mandate, vision and programmes for the organisation, and places strong emphasis on effective delivery of services to SPREP Member countries and territories.

Mandate

SPREP's **mandate** is to promote cooperation in the Pacific region and provide assistance to Pacific island countries and territories in order to protect and improve its environment and to ensure sustainable development for present and future generations.

Vision

SPREP is guided by its **vision for the future**:

"A resilient Pacific environment, sustaining our livelihoods and natural heritage in harmony with our cultures".

Members

SPREP has 21 Pacific island member countries and territories:

▪ American Samoa	▪ Northern Marianas
▪ Cook Islands	▪ Palau
▪ Federate States of Micronesia	▪ Papua New Guinea
▪ Fiji	▪ Samoa
▪ French Polynesia	▪ Solomon Islands
▪ Guam	▪ Tokelau
▪ Kiribati	▪ Tonga
▪ Marshall Islands	▪ Tuvalu
▪ Nauru	▪ Vanuatu
▪ New Caledonia	▪ Wallis and Futuna
▪ Niue	

and 5 'metropolitan' member countries with direct interests in the region:

- Australia
- France
- New Zealand
- United Kingdom
- the United States of America

SPREP Goals and Objectives

The Secretariat continues to strengthen and realign its institutional capacities, competencies, and systems to best support its Members by delivering more integrated, responsive, and cost-effective services to Members and partners and by better coordinating regional efforts.

SPREP's Pacific and metropolitan members agreed that SPREP's Strategic plan should span 10 years to address critical environmental and related social and governance strategic priorities, which are reflected in the strategy's regional and organisational goals and objectives, as well as in SPREP's core 'Values'.

Regional Goals

- **Regional Goal 1:** Pacific people benefit from strengthened resilience to climate change.
- **Regional Goal 2:** Pacific people benefit from healthy and resilient island and ocean ecosystems.
- **Regional Goal 3:** Pacific people benefit from improved waste management and pollution control.
- **Regional Goal 4:** Pacific people and their environment benefit from commitment to and best practice of environmental governance.

Organisational Goals

- **Organisation Goal 1:** SPREP has information, knowledge, and communications systems that get the right information to the right people at the right time and influence positive organisational, behavioural and environmental change.
- **Organisation Goal 2:** SPREP has multi-disciplinary processes in programme delivery and in supporting Members to develop national and regional policies and strategies.
- **Organisation Goal 3:** SPREP has a reliable and sustainable funding base to achieve environmental outcomes for the benefit of the Pacific islands region and manages its programmes and operations to stay within its agreed budget.
- **Organisation Goal 4:** SPREP is leading and engaged in productive partnerships and collaboration.
- **Organisation Goal 5:** SPREP has access to a pool of people with the attitudes, knowledge, and skills to enable it to deliver on its shared regional vision.

SPREP Values

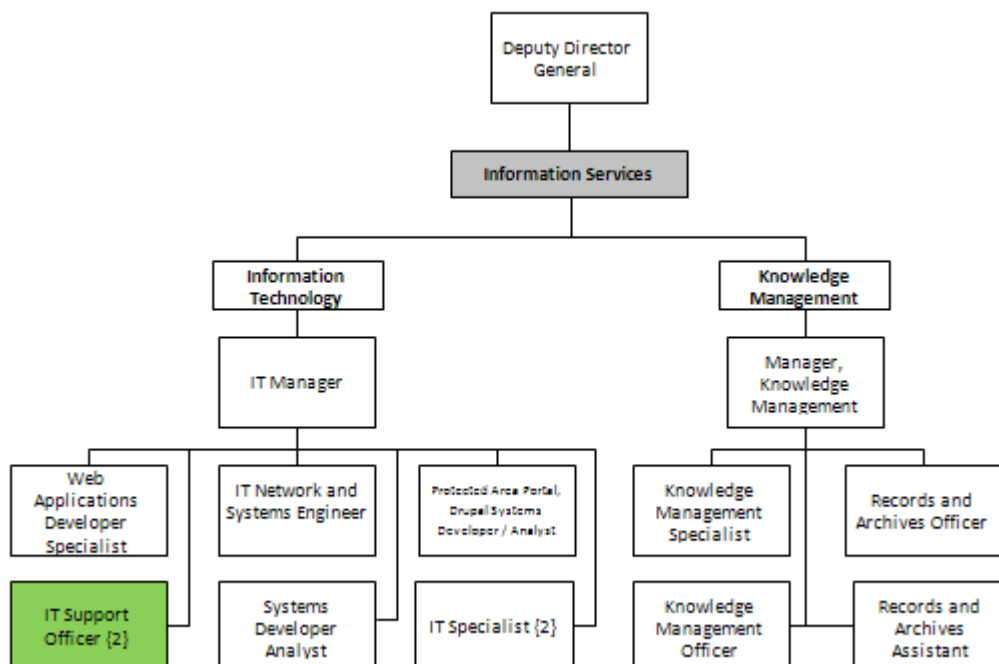
SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values:

- We value the **Environment**
- We value our **People**
- We value high quality and targeted **Service Delivery**
- We value **Integrity**

B. JOB DESCRIPTION

Job Title:	Information Technology Support Officer (ITSO)
Department:	Information Services
Team:	Information Technology (IT)
Responsible to:	IT Manager
Responsible For: (Total number of staff)	N/A
Job Purpose:	<p>This position exists to:</p> <ul style="list-style-type: none"> Provide support and assistance to the IT Team on SPREP-wide applications and databases, IT infrastructure, services, processes, and other technical end user support concentrating on IT capacity building
Date:	May 2024

Organisation Context



Key Result Areas

The **IT Support Officer (ITSO)** addresses the following Key Result Areas:

1. Information Technology (IT) and communication systems support and administration.
2. Capacity building and training development support
3. Technical advice, support, and assistance

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
<p>1. IT and communication systems support and administration</p> <ol style="list-style-type: none"> a) Provide support to the technical administration of IT Infrastructure b) Provide support to the administration of Information Management back-end tools such as Financial Management Information System (FMIS) and Human Resources Information System (HRIS), Corporate Database Management modules and Website. c) Support website and database applications development, and information management initiatives. d) Assist in updating the IT Disaster Recovery Plan and its periodic testing. e) Assist in implementing and updating backup policies and disaster recovery. f) Support the review and procurement of IT assets, maintenance and disposal g) Support monitoring and maintenance of data collection and reporting systems for planning and billing such as Phone logs 	<ul style="list-style-type: none"> • IT infrastructure is maintained, and reliable and suspected security breaches logged and reported to IT Manager • Data integrity and security on the LAN/WAN is maintained • Organisation servers are well supported, maintained, and backed up • Organisational backups are routinely carried out and SPREP can successfully recover from any major disaster • Minimal disruptions to corporate wide applications, websites, and hosted information systems • Support is provided in the development and maintenance of websites and database applications • The Disaster Recovery Plan is complete, updated and is tested at least once annually • Efficient and timely procurement, deployment and disposal of IT assets • Timely usage reports provided to ITM and Finance for billing
<p>2. Capacity building and training development support</p> <ol style="list-style-type: none"> a) Develop eLearning IT training course materials for staff as well as guides. b) Review and maintain relevancy of IT training courses and materials including guides etc., provide recommendations to IT manager on improving the courses and methods of delivery. c) Provide IT training as required as well as support online helpdesk 	<ul style="list-style-type: none"> • IT online courses are maintained and updated • IT Training materials are readily accessible and available to staff • Successful preparation and delivery of trainings to staff and participants from member countries as approved • Successful administering of the ServiceDesk, prioritising and managing support requests

<p>d) develop and maintain methods for effectively raising awareness of staff on IT issues and developments</p>	<ul style="list-style-type: none"> • SPREP staff are aware of IT issues and developments
<p>3. Technical advice, support and assistance</p> <p>a) Provide IT support (monitor and manage helpdesk) and advice to SPREP Secretariat and member countries as required.</p> <p>b) Participate in meetings, workshops locally and overseas as required.</p> <p>c) Liaise with other regional organisations as required in IT related issues and discussions.</p> <p>d) Ensure “state of the art” IT is applied at SPREP</p> <p>e) Provide support and assistance to the IT team on all other IT tasks and activities</p>	<ul style="list-style-type: none"> • Assistance and advice provided on ICT matters in Working Groups, forums, and Helpdesks • Timely advice and support are provided to staff • Recommendations are regularly provided to IT Manager on upgrades to network and server infrastructure and applications • Prompt and quality end user support is provided for SPREP staff or authorised network users and stakeholders • IT requirements for conferences and workshops are promptly met and supported

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the Jobholder and Immediate Supervisor/Director as part of SPREP’s Performance Development System.

This section may be reflected in the successful applicant’s Performance Development Plan.

Work Complexity

Most challenging duties typically undertaken:

- Maintenance and support of the network infrastructure to support all forms of data communication, considering a wide range of technologies involved and the need to be reasonably competent in all these technologies.
- Maintenance of network security given current trends and emergence of cyber-criminal activities

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <ul style="list-style-type: none"> • Member countries • National, regional, and international organisations 	<ul style="list-style-type: none"> • Email and/or phone liaison/ Assistance/ Support/ training

	<ul style="list-style-type: none"> • Providing and receiving information/answer queries/explain/assistance/respond to correspondence
<p>Internal</p> <ul style="list-style-type: none"> • Executive Management • All staff and projects 	<ul style="list-style-type: none"> • Advice and responding to queries and requests • Email updates/ advice /support • Reporting/teamwork

Level of Delegation

The position holder:

- Has no delegation of authority

Person Specification

This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job specific competencies.

Qualifications

Essential

1. A Bachelor degree in Computer Science, Information Technology / Data Management or related field (Relevant IT professional certifications from Microsoft would be an advantage).

Knowledge / Experience

Essential

2. At least 3 years extensive experience in IT work including applications development and information systems administration/management (**New graduates with no work experience but have energy and enthusiasm to quickly learn on the job are strongly encouraged to apply**)
3. Excellent knowledge and experience in the following technical areas:
 - a) Programming in a client server environment and in object-oriented programming (preferably PHP, Java, C#, Microsoft.Net technologies)

<ul style="list-style-type: none"> b) Microsoft Server technologies c) Backup and Disaster Recovery (backup and recovery technologies) d) Working knowledge and Experience in the following <ul style="list-style-type: none"> a. scripting languages b. database analysis, design, and implementation c. MS SQL Server 2008 or later, MySQL database d. Internet and associated technologies, such as websites and portals (Drupal, SharePoint). e. Administration of Microsoft Products, open-source operating systems and configurations such as Linux, Redhat, Apache, etc.
4. Excellent organisational and planning skills with initiative and ability to think outside the box in dealing with multiple tasks, demanding deadlines and with little supervision.
5. Good knowledge of current and emerging IT issues and challenges in the Pacific islands region with a sound knowledge and appreciation of environmental ethics, values and priorities.
6. Good understanding and appreciation of teamwork and performance culture with optimistic attitude to diverse opportunities and challenges including a commitment to continuous learning and development.
7. Excellent written and verbal communication skills with good command of spoken and written English, high level of presentation and inter-personal skills and networking with diverse stakeholders within a multi-disciplinary and multi-cultural environment.

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • IT support • IT Administration • Communication and inter-personal skills
Advanced level	<ul style="list-style-type: none"> • Office administration • Coordination • Fluency in English • Problem Solving • Teamwork • Diplomacy • Willingness to learn • Dealing with sensitive and confidential information
Working Knowledge	<ul style="list-style-type: none"> • Ability to work well with colleagues at all levels • Environmental issues in the Pacific island's region
Awareness	<ul style="list-style-type: none"> • SPREP Strategic Plan • SPREP Performance Implementation Plan • SPREP Work Programmes • Environmental issues in the Pacific islands region • Emerging environmental issues and challenges

Key Behaviours

All staff are expected to uphold SPREP's Organisational Values and Code of Conduct which are Key Behaviours forming part of the Performance Development:

- Environmental Leadership
- Service Delivery
- Valuing our People
- Integrity

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– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

C. REMUNERATION PACKAGE – TERMS AND CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of three years and may be renewable for a further term(s) based on the needs of SPREP at the time, its funding situation and proven merit and work performance.

Salary: Remuneration is at Band 8 of SPREP's salary scale for locally recruited staff. Starting salary will be SAT46,509 per annum. This will be adjusted to SAT52,322 upon successful confirmation of probation. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required.

Term: The offer for appointment is confirmed only upon receipt of satisfactory medical examination including full vaccination against COVID-19, a clean police report and certified official documents including qualifications. The confirmation of appointment is subject to a 6-month probationary period.

An appointment is terminated by (i) completion of term of contract (ii) one month's notice by either party (iii) without notice by either party paying one month salary in lieu of notice or (iv) dismissed with or without notice as a disciplinary measure.

Performance Reviews: Annual performance assessments will be based on the Secretariat's Performance Development System.

Education Allowance: Education expenses may be reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs. Currently the annual allowance is up to a maximum of SAT1,000.

Annual Leave: 15 working days a year (up to a maximum accumulation of 50 days).

Sick Leave: 30 working days a year (up to a maximum accumulation of 90 days).

Other Leave: Provisions exist for maternity, compassionate, paternity, examination, and special leave (without pay).

Duty Travel: SPREP meets travelling expenses at prescribed rates necessarily incurred by staff required to travel away from Apia on official business.

Life and Accidental Death and Disability Insurance: All employees are covered by SPREP's 24-hour Life and Accidental Death and Disability Insurance Policy.

Medical Benefits: All employees and their dependents are entitled to have all reasonable medical, dental, and optical expenses met, under the terms and conditions of the existing SPREP Medical Insurance.

Superannuation: All staff are required to contribute to a Superannuation Fund. SPREP will pay the minimum legal requirement of basic salary to the Samoa National Provident Fund.

Overtime: Locally recruited staff at Band 8 and below may claim overtime or time off in lieu of overtime for the hours they are required to work in excess of their normal working hours. A meal allowance and transport assistance are also available subject to terms and conditions set out by the Staff Regulations.

Gratuity Payment: The appointee is entitled to a gratuity payment equivalent to two week's salary, upon successful completion of 2 consecutive 3-year contracts, provided the contract is not extended or renewed. For project positions, upon successful completion of the project.

Learning and Development: Learning and development opportunities will be based on the approved SPREP Performance Development System and individual Performance Development Plans.

Transport: Transport from and to central Apia before and after work is provided.

Definitions:

'Dependent' means the financially dependent spouse or dependent child of an employee.

'Dependent child' means an employee's unmarried, financially dependent, natural, or legally adopted child who is:

- under the age of 16 years; or
- under the age of 19 years if undertaking full-time study at a secondary school; or
- under the age of 25 years if enrolled and undertaking full-time study at a university or other tertiary institution; or
- mentally or physically incapacitated.

Equal Opportunities: SPREP is an Equal Opportunity Employer. Men and women are equally eligible for all posts in SPREP.

General: Appointment will be under the terms and conditions of SPREP's Staff Regulations, a copy of which will be made available to the successful applicant.

D. ADMINISTRATIVE INFORMATION

ESSENTIAL: Applications should include:

1. Completed Application Form – can be downloaded from the Employment Section of our website (*you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the criteria – DO NOT refer us to your CV. Failure to do this will mean your application will not be considered*).
2. A detailed Curriculum Vitae.

Applications that do not complete the correct SPREP Application Form or submit all the requirements stated above will not be considered.

SUBMITTING APPLICATIONS:

- a) **BY EMAIL (MOST PREFERRED OPTION):** Subject matter to be clearly marked “IT Support Officer (ITSO) and send to recruitment@sprep.org OR
- b) **BY POST OR FAX:** Application to be addressed and sent to: The Director General, SPREP, P.O. Box 240, Apia, or fax number (685)20231 and clearly marked “IT Support Officer (ITSO)

More Information on SPREP and its work in the region can be found on the SPREP website www.sprep.org

For further enquiries, contact Mr. Roger Warren on telephone (685) 21929 ext 325 or Email: rogerw@sprep.org.

CLOSING DATE: Friday, 21st June 2024: Late applications will not be considered.

SPREP is an Equal Opportunity Employer
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