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PROTECT PACIFIC WHALES – OCEAN VOYAGERS

The Pacific environment, sustaining our livelihoods and natural heritage in harmony with our cultures.

APPLICANT INFORMATION PACKAGE

INFORMATION TECHNOLOGY NETWORK & SYSTEMS SUPPORT ENGINEER (ITNSSE)

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A. Background Information on SPREP

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 about 100 staff. There is also a SPREP office in Fiji with four staff as well as SPREP Officers stationed in the Federated States of Micronesia, Republic of the Marshall Islands, Solomon Islands and Vanuatu. SPREP has an annual budget of USD $19 million in 2016.

The establishment of SPREP sends a clear signal to the global community of the deep commitment of Pacific island Governments and Administrations to better management of the environment as a key element of sustainable development.

The future 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 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, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Northern Marianas, Palau, Papua New Guinea, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu and Wallis & Futuna) and 5 developed countries (Australia, France, New Zealand, United Kingdom and United States of America) with direct interests in the region.

Four regional goals to achieving resilience and sustainable Pacific communities:

- **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

These define the core priorities and focus of SPREP in the areas on:

1. Climate Change Resilience
2. Ecosystem and Biodiversity Protection
3. Effective Waste Management and Pollution Control
4. Environmental Governance

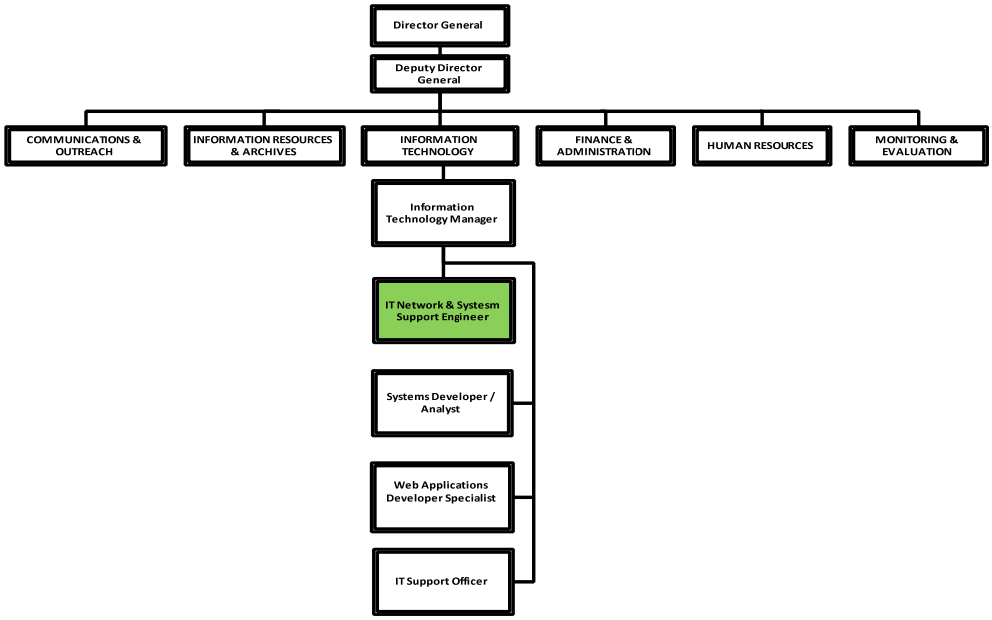
The SPREP Secretariat has (and continues to) aligned its institutional capacities, competencies, and systems to best support Members by delivering integrated, responsive, and cost-effective services to members and partners.

The Corporate Services support the delivery of the Secretariat's strategic priorities and includes Communications & Outreach, Finance & Administration, Human Resources Management, Information Resources & Archives, Information Technology and Monitoring & Evaluation. The Internal Audit Unit provides independent monitoring of the organisation's operations and governance procedures including risk management and internal controls.

B. JOB DESCRIPTION

Job Title:	Information Technology Network & Systems Support Engineer (ITNSSE)
Division:	Corporate Services
Team:	Information Technology
Responsible To:	Information Technology Manager
Responsible For: **(Total number of staff)**	N/A
Job Purpose:	**This job exists to**: ▪ Develop, administer and manage the SPREP local and wide area network (LAN/WAN) as well as provide technical assistance and support for IT systems portfolio ▪ Develop, install and maintain SPREP portfolio of Regional ICT tools and applications
Date:	November 2016

Organisation Context



Key Result Areas

The position of **Information Technology Network & Systems Support Engineer (ITNSSE)** addresses the following Key Result Areas:

1. Local and Wide Area Network development and administration
2. IT and communication systems support and administration
3. Capacity building and technical advice
4. IT inventory management and IT support and assistance

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

Jobholder is accountable for	Jobholder is successful when
1. Local and Wide Area Network development and administration a) Develop and administer the SPREP local and wide area network (LAN/WAN) infrastructure b) Review and deploy appropriate measures to maintain the security, integrity and performance of the SPREP corporate network, WAN and data communication systems c) Develop, manage and test Disaster recovery plans for SPREP Local Area Network	• LAN/WAN infrastructure is well supported, maintained and reliable and uses proven technology • SPREP LAN/WAN is secured and performing at optimal levels • Data integrity and security on the LAN/WAN is maintained • A fully developed Disaster Recovery Plan is available and is regularly tested
2. IT and communication systems support and administration a) Administer and provide support and maintenance for front-end and back-end servers b) Administer and provide support for equipment required for teleconferences and routine maintenance of PABX and communication systems c) Administer and maintain routine System Backups d) Provide high-level technical support to the secretariat helpdesk and regional helpdesks approved by IT Manager e) provide technical reviews and evaluation of corporate server technologies and applications and make recommendations on viable solutions to benefit SPREP f) Ensure "state of the art" IT is applied at	• Organisation servers are well supported, maintained and backed up • Existing and new organisational communication system is well supported, maintained and using appropriate technologies • Video and voice tele-conferencing communications and telephone PABX system are in place, well supported, and maintained • Organisational backups are routinely done and SPREP is able to successfully recover from any major disaster • Assistance and advice is provided on IT matters in Working Groups, forums and Helpdesks • Recommendations are regularly provided

SPREP, within the existing SPREP budget	to IT Manager on upgrades to network and server infrastructure and applications
3. Capacity building and technical advice a) Prepare and deliver Information Technology training courses in computer networks, Microsoft and other Desktop Applications b) Prepare and deliver Information Technology training to member country participants based on approved projects in IT portfolio and fund availability c) Provide high quality End user support services to SPREP Staff and authorised network users d) Provide technical advice and solutions to SPREP staff on all IT-related issues	• Trainings are prepared and delivered for SPREP staff or participants from member countries • End user support is provided for SPREP staff or authorised network users and stakeholders • Advice and assistance is provided to staff and stakeholders were required
4. IT Inventory management and IT support and assistance a) Manage IT Inventory and administer procurement & disposal of IT Equipment b) Deploy appropriate IT systems and services for SPREP arranged conferences, meetings, workshops and seminars c) Provide monthly staff internet and phone usage reports d) Providing technical support and assistance in support of approved projects in IT portfolio and availability of funds e) Provide support in other areas of IT service	• IT inventory is maintained and updated • Procurement and disposal of equipment is well organised and managed • IT requirements for conferences and workshops are promptly met and supported • Finance section are able to charge programmes for their usage of core services • Support and assistance is provide on all IT requirements

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 Director/Supervisor as part of the Performance Development System.

This section may be copied directly into the Performance Development Plans.

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 the network security to address current trends and emergence of cyber-

criminal activities

Functional Relationships & Related Skills

Key internal and/or external contacts	Nature of the contact most typical
External • Member countries • National, regional and international organisations	• Assistance / support / training programmes • Communications / negotiations / business transactions / sharing systems
Internal • Executive • Senior Management Team • All staff •	• Service / Reporting / communications • Advice / support / assistance • Enquiries / staff issues

Level of Delegation

The position holder:
• manages an operational budget • can authorise costs in own budget • can seek funding opportunities for work programme activities

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. Minimum qualifications of a Master degree in Information Technology, Computer Science or relevant field OR a Bachelor degree in lieu, with applied relevant work experience in excess of the minimum required relevant work experience (relevant IT professional certifications from Microsoft would be an advantage).

Knowledge / Experience

Essential
2. At least 7 years relevant work experience in network support, server systems, design and administration with at least 5 of those at the senior advisory level, preferably within the Pacific islands region
3. Demonstrated practical experience in VMware Virtualization, Microsoft Office and Server Technology, Enterprise Linux, SAN Technologies, TCP/IP Networking, scripting in powershell or other scripting languages, Backup and Disaster Recovery and other IT systems
4. Strong strategic advisory and analytical skills with a good understanding and appreciation of team work and performance culture as well as a positive attitude to diverse opportunities and challenges
5. Extensive knowledge of accepted and emerging information technology issues and challenges in the Pacific islands region with strong understanding and appreciation of environmental ethics, values and priorities
6. Strong experience in capacity building including the design and delivery of IT training programmes within a multi-disciplinary and multi-cultural team environment
7. Excellent written and verbal communication skills including high level of presentation and inter-personal skills and maintaining effective relationships with a diverse group of people

Key Skills / Attributes / Job Specific Competencies

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

Expert level	• Computing • Programming • Problem Solving • Facilitation Skills • Reporting Skills • Excellent communications • Fluency in English • Ability to set priorities • Team Building • Commitment to continuous improvement

	• Interpersonal skills and cultural sensitivity • Flexible approach • Work well across programmes
Advanced level	• Environmental and technological issues in the Pacific islands region • Emerging environmental and global technological issues and challenges
Working Knowledge	• General management principles
Awareness	• SPREP Strategic Plan • SPREP Work Programmes

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 & CONDITIONS

Duty Station: Apia, Samoa.

Duration: Appointment is for a term of 3 years initially with possible renewal up to a maximum of 6 years subject to performance during the initial term, continuity of related programme activities and availability of funds.

Salary: Salary is denominated in International Monetary Fund Special Drawing Rights (SDRs). Remuneration for this post falls within Band 11 of SPREP's salary scale. Starting salary will be in the range of SDR35,440 to SDR39,870. Currently, the equivalent in Samoan Tala is SAT$135,250 (USD$51,819) to SAT$152,156 (USD$58,297) per annum. All positions have been evaluated to reflect the level of responsibilities and level of experience and qualifications required. Progress in the salary scale will be based on annual performance reviews.

Cost of living differential allowance (COLDA): A Cost-of-Living Differential Allowance within the range of SDR4,695 to SDR 5,068 will also be paid to the successful candidate. The current equivalent in Samoan Tala is SAT$17,918 (USD$6,865) to SAT$19,343 (USD$7,411). Cost-of-living differential allowance reflects the comparative cost of living difference between Suva and Apia. This allowance is reviewed periodically based on data determined by an independent reviewer.

Adjustments: Salaries and allowances for internationally recruited staff are paid in Samoan Tala and adjusted every month based on the monthly average in the value of the SDR relative to the Samoan Tala (SAT) at the time the salary payment is processed. SDR movement however is limited to within 5% above or below a reference point set annually. Remuneration is paid monthly in SAT equivalent. The international currency exchange rate at the time of writing is approximately USD1.00 = SAT$2.61

Term: For staff recruited from outside Samoa, the term begins from the day the appointee leaves his or her home to take up the appointment. Appointment is subject to a satisfactory medical examination, as well as 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 and performance rewards will be based on the Secretariat's Performance Development System.

FOR STAFF RECRUITED FROM OUTSIDE SAMOA, THE FOLLOWING APPLIES*:*

Relocation Expenses: SPREP will meet certain appointment and termination expenses for staff recruited from outside Samoa, including transport and accommodation en-route for the appointee and accompanying dependant(s) between point of recruitment and Apia, and return, by the shortest and most economical route. This includes:

- economy class airfares;
- reasonable cost of packing, insuring, shipping and transporting furniture, household and personal effects on a 20ft container; and,
- up to 20 kilos of excess baggage each for the appointee and family.

Establishment Grant: A lump sum of SDR1,100 is payable upon taking up appointment and arrival in Apia. This is currently equivalent to SAT$4,198 (USD$1,608).

Temporary Accommodation and Assistance: On arrival in Apia, the appointee and dependant(s) are entitled to temporary accommodation at a suitable hotel or other fully furnished accommodation for up to 6 working days. The appointee will be assisted to settle into Apia. This will include help in finding suitable rental accommodation.

School Holiday Travel: One return economy class flight each year between the place of education (taken to be recognised home) and Apia by (i) each dependent child being educated outside Samoa or (ii) the staff member or spouse to visit the child, providing the journey is not made within the final 6 months of the contract.

Home Leave Travel: Return economy class airfares between Apia and the recognised home for the staff member and dependants after completing 18 months of service for 3-year contracts providing no travel is undertaken within the final 12 months of the contract.

Privileges and Immunities: SPREP remuneration is tax-free for non-citizens or non-residents of Samoa, including duty-free importation of household and personal effects which have been owned and used by them for no less than six months, within 6 months of taking up appointment.

Repatriation allowance: The appointee is entitled to a repatriation allowance equivalent to two week's salary, upon successful completion of contract, provided the contract is not extended or renewed.

FOR ALL INTERNATIONALLY RECRUITED STAFF, THE FOLLOWING APPLIES:

Education Allowance: Education expenses maybe reimbursed against actual receipts for dependent children, to cover up to 75% of the actual costs, as stipulated under SPREP's Education Allowance policy. Currently the allowance is up to a maximum of Samoan Tala $15,600 (USD$5,977) per annum per dependent child, with an overall maximum of Samoan Tala $46,800 (USD$17,931) per annum per family of 3 or more eligible children.

Housing Assistance: Internationally recruited staff shall receive housing assistance of 75% of the typical rent payable in Samoa for expatriate executive furnished housing. The current rate is SAT$2,328 (USD$892) per month. This assistance shall be reviewed annually and adjusted on relative movement in the local rental market.

Security Assistance: Security-related expenses maybe reimbursed against actual receipts up to SAT$2,400 (USD$920) per annum as stipulated under SPREP's Security Assistance policy.

Annual Leave: 25 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 also 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 dependants are entitled to have all reasonable medical, dental and optical expenses met, under the terms and conditions of the SPREP in-house Medical Treatment Scheme.

Superannuation: An expatriate internationally recruited staff member will receive a superannuation allowance of 7% of basic salary. For nationals of Samoa, SPREP will pay 7% of basic salary to the Samoa National Provident Fund.

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

Definitions:
'Dependant' means the spouse and financially dependent children 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.

'Expatriate' means an internationally recruited staff member, who is not a citizen or permanent resident of Samoa, and who resides in Samoa only by virtue of employment with SPREP.

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.

4. ADMINISTRATIVE INFORMATION

***ESSENTIAL**: Applications should include:*

1. *Completed Application Form – can be downloaded from the Job Vacancies Section of our website;*
2. *A detailed Curriculum Vitae.*

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

Submitting applications:

a) By email: Subject matter to be clearly marked "**Application for Information Technology Network & Systems Support Engineer**" and send to recruitment@sprep.org (***Most preferred option***) OR

*b) b) By post or fax: Application to be addressed and sent to: The Director, SPREP, P O Box 240, Apia or fax number (685)20231 and clearly marked "**Application for Information Technology Network & Systems Support Engineer**"*

For further enquiries, Ms. Christine Purcell, Assistant HR Officer can be contacted on telephone (685) 21929 ext 328 or Email: christinep@sprep.org

Closing date: Friday, 20th January 2017: Late applications will not be considered.

SPREP is an Equal Opportunity Employer