POSITION DESCRIPTION

Position details

POSITION TITLE:	IT OFFICER

Team/Division: IT & Support Services Team, Finance & Corporate Services Division, Samoa International Finance Authority (SIFA)

Location: Level 6, Development Bank of Samoa Building, Apia, Samoa

Salary Range: $32,445.01 to $58,543.76

Our Purpose

SIFA is responsible for the incorporation and registration of international companies, and is also the regulatory authority for international companies, international banks, international insurance companies, international mutual fund companies and international trust companies.

Our purpose is to play a legitimate and integral role in international financial services where our solutions allow financial planning and risk management and makes possible cross-border vehicles necessary for international financial services.

As one of Samoa's largest government income earner, we invest our funds back into our community through sponsorship of projects that benefit Samoa's economic growth.

How we work

SIFA is governed by a board of directors and led by the Chief Executive Officer. We employ forty-six (46) staff, divided into four Divisions - Registration, Compliance, Business Development, and Finance & Corporate Services. Each division has a Chief Manager that leads and shapes its division and Section Heads that coordinate and collaborate with their teams. The team goals become the individual members goals and all are expected to work together to achieve this. All team members are expected to learn all areas within the team's responsibility, become multi-skilled and able to step in at short notice into any role. On-the-job knowledge, positive attitude, exceptional performance and experience is valued and rewarded. We want people's hearts, not just their skills. We want people who have a heart for their team, a heart for SIFA and a heart for Samoa.

Using democratic style of communication, team members are encouraged to discuss and take ownership of team decisions. There is a high level of trust between management and staff. We trust our staff to be committed to their role and will carry out their tasks. The success of the team is based on everyone in the team pulling their weight. Because the team depends on each other to achieve its goal, team colleagues are likely to call out the individual that is not pulling their weight. Staff are empowered, encouraged and trusted to make decisions having received clear guidelines, training and competency measurements.

Our aspiration is that SIFA is a great place to work where great work gets done. We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to SIFA.

Our character

Shape   We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life. Although we value this competency in all staff, this competency is expected from each Chief Manager. This means asking 'why not?' instead of 'why?' and leveraging off the collective that is SIFA in the pursuit of goals that stretch right across teams, divisions and even across government, financial and international bodies.

Collaborate   We support each other, engage early and proactively partner in pursuit of shared goals. Although all staff are expected to collaborate, this is a competency expected of all Section Heads. This means Section Heads are expected to coordinate and influence their teams requiring a high level of communication skills. They partner with their team members to have input into how they will achieve the team goals.

Deliver   We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go. This is the key role of all team members, to take pride in delivering consistently high quality services. The core deliverers are the workers that provide our core services.

Position Purpose

The IT Officer delivers the core IT support services for SIFA. This includes administering, design and responsible for installing and maintaining computer hardware and software maintenance. The team consults and recommends future planning and development of IT resources.

An inexperienced IT Officer will be offered training and guidance and is expected to take on these full responsibilities, able to cover all areas of IT support within 5 years. An experienced IT Officer is expected to provide advice on best practices and standards and assist in the designing and implementation of IT standards and procedures.
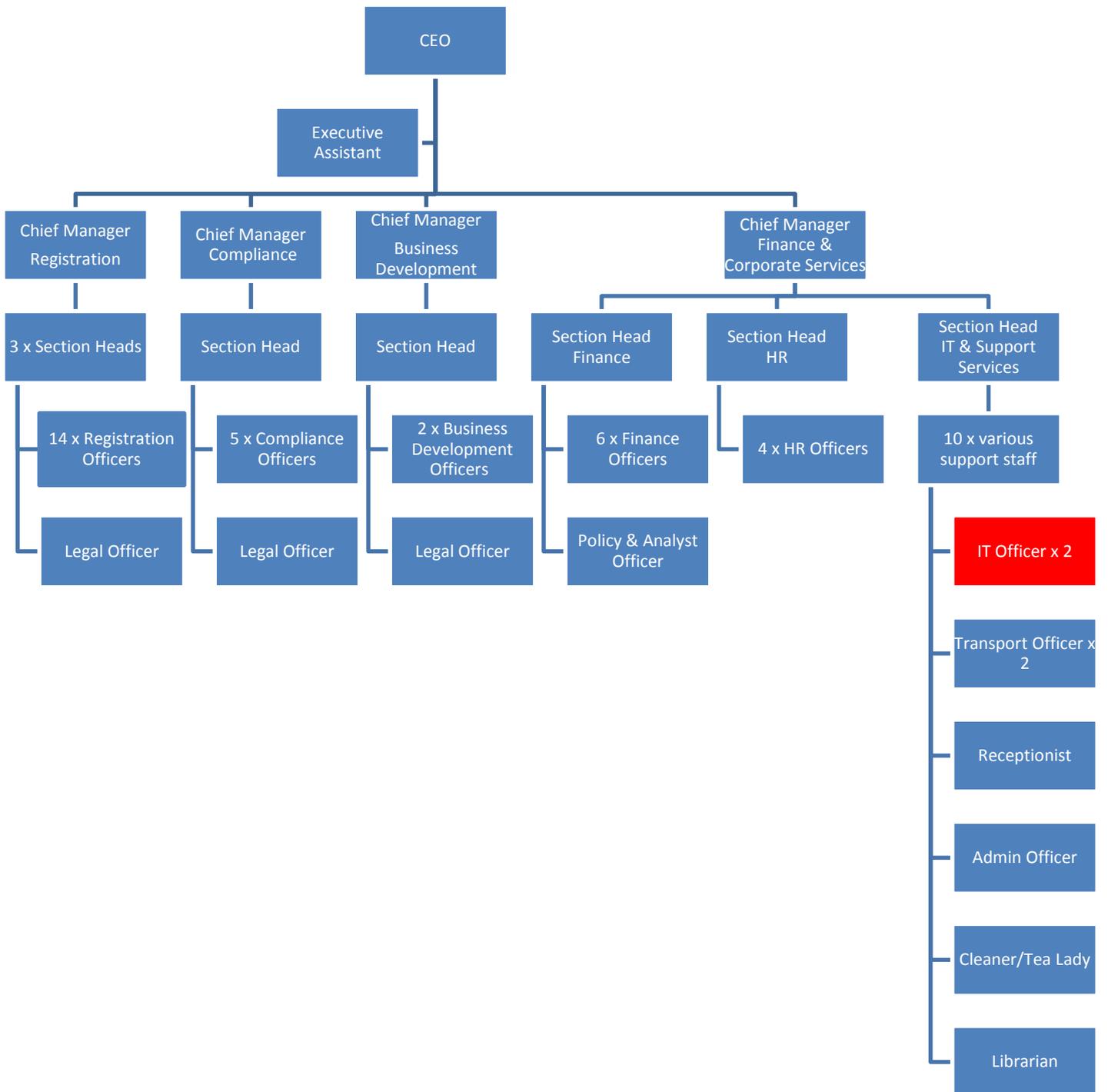
Key Relationships

Internal
- CEO
- Chief Manager, Finance and Corporate Services
- IT and Support Services Section Head
- All staff – provision of IT support

External
- SIFA Board of Directors
- IT Suppliers
- Outsourced IT system developers
- Back-up storage facilitators

Our structure

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Chief Manager Registration	Chief Manager Compliance	Chief Manager Business Development	Chief Manager Finance & Corporate Services

3 x Section Heads	Section Head	Section Head	Section Head Finance	Section Head HR	Section Head IT & Support Services

14 x Registration Officers	5 x Compliance Officers	2 x Business Development Officers	6 x Finance Officers	4 x HR Officers	10 x various support staff

Legal Officer	Legal Officer	Legal Officer	Policy & Analyst Officer		**IT Officer x 2**

Transport Officer x 2

Receptionist

Admin Officer

Cleaner/Tea Lady

Librarian

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Authority responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key Accountability or deliverables	Indicators of success
Delivery of IT Services	- Agreed turnaround and quality objectives are met - IT Officers are able to cover all IT duties, are flexible and knowledgeable on all related IT services administered by the team - Policies and Procedures on internal information communication technology and IT management is regularly reviewed - Staff feel supported and can trust that IT hardware and software is reliable and meets their technological needs. - Securities and Parental control for both network and internet is well managed. - All internal systems are well maintained, managed and monitored including the Registration system, Front Accounting and Email Systems. - Computer hardware, software, network, printers and scanners correctly and timely installed and configured. - Internet connections and extensions is carefully monitored. - Electronic systems such as PA and conference teleconference is supported. - Trouble shooting office computers and network connectivity are maintained. - SIFA's website is kept up-to-date and regularly reviewed. - Daily and weekly system back-up is performed and managed. - ID cards programmed when required.
Contribute to and promote SIFA strategic plan	- SIFA annual strategic plan includes IT related goals that you recommend and support. - You support your division's goals that is aligned to SIFA's plans. - You are committed to and believe the goals set out in the plan is achievable. The team has a sense of ownership of the plan.
Maintain effective relationships with key stakeholders	- Internal and external clients have a positive respect and professional perception of SIFA IT management. - Stakeholders enquiries are resolved quickly - Opportunities for profiling SIFA are identified - There is a close working relationship with every team to ensure clear expectations and understanding of IT support are met. - Confidentiality is maintained when dealing with internal IT data - You have a network of relationships with IT suppliers and outsource providers of the internal IT systems.
Performance management accountability	- CEO and other division chief managers provide positive feedback on your team's cooperation and willingness to assist when required. - The team have quality measurement systems that confirm that team goals are being met at a consistently high standard. - You are confident with clear guidelines and expectations provided - The team is properly resourced to carry out its role. - You take responsibility for your own learning and seek out assistance when required. - You are confident in confronting colleagues and your Section Head when a colleague in your team is not pulling their weight. - You have a sense of ownership of the team goals. You understand that when the team fails, you fail.

IT team and SIFA contribution and membership	• All IT team members work constructively with peers and colleagues. • 360 degree feedback reflects your own contribution and the team contribution. • You actively contribute to team activities and meetings. • You demonstrate commitment to team/management decisions and goals. • You and your team take part in informal training/sharing information amongst colleagues and other SIFA staff. • Close working relationship with all teams to ensure IT support is provided to all staff.

Competencies

Competency	What does this mean?	Level Required
Cultivates Innovation	Shape the agenda, crafting new and better ways for the organisation to be successful, by • Coming up with useful ideas that are new, better or unique • Challenging the status quo • Introducing new ways of looking at problems • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation.	Delivery level
Nimble Learning	Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by • Learning as we go, when facing new situations • Experimenting to find new solutions • Taking on the challenge of unfamiliar tasks • Extracting lessons learned from failures and mistakes • Being flexible and responsive to changes in requirements • Identifying personal learning opportunities • Finding own solutions were possible	Delivery level
Collaborates	Support others, building partnership and working collaboratively with others to meet shared objectives, by • Working co-operatively with others across SIFA, government sector and external stakeholders group to achieve shared objectives • Balancing competing interests and priorities appropriately and in line with SIFA priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation	Delivery level
Customer Focus	Build strong customer relationships and delivering customer-centric solutions, by • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer focused solutions	Delivery level

	• Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals	
Action Oriented	Take on new opportunities and tough challenges with purpose, urgency and discipline, by • Readily taking ownership and action on challenges, without unnecessary planning and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same	Delivery level
Decision Quality	Make good and timely decisions that keep the organisation moving forward, by • Making sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required. • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance	Delivery level
Organisational commitment and public service	Role Models the standards of integrity and conduct for the Public Services. Contributes to the development of, and helps promote and builds commitment to SIFA's vision, mission, values and services, by • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the application of these to SIFA • Complying with all legislative requirements and good employer obligations	Delivery level

Personal Requirements

A proven tracked record of experience and achievement in:
- Minimal qualifications of an undergraduate degree in IT, Computer Science or relevant Tertiary Certificate with emphasis in IT
- Although not essential, experience and knowledge of IT related work is preferred such as use of PCs, operating systems, applications, network and communication technologies.
- Report writing skills that is clear, concise and fluent that is appropriate and readily understood by the intended audience.
- Maintaining integrity and high ethical standards in the conduct of work
- Guided by values of honesty, impartiality, respect, transparency and accountability

- Ability to communicate effectively with people at all levels
- A strong client service attitude, with sound relationship management skills
- Must be computer literate with demonstrated proficiency in the use of Microsoft (MS) Office programs, especially in MS Word and Excel.
- Must have the legal right to live and work in Samoa