CENTRAL BANK OF SOLOMON ISLANDS

APPLICANT INFORMATION PACKAGE

POSITION SPECIFICATION	
POSITION TITLE:	IT/Network Support Technician
REFERENCE NO.:	15/2017
DEPARTMENT:	Information & Technology
WORK UNIT:	Infrastructure Unit
REPORTS TO:	Systems and Network Administrator
RESPONSIBLE FOR:	The position is responsible for coordinating and providing technical support for all users using the CBSI IT services, ensuring users have access and use working computers, printers, access to network services such as printings, emails, internet and that all incidents and requests for IT support are resolved promptly and professionally.
GRADE:	3.1
BASE SALARY RANGE:	$62,084.00 - $89,604.00
ESSENTIAL QUALIFICATION:	• Degree in Computer Science or Degree Information Technology or Information Systems or relevant technical qualifications
ESSENTIAL EXPERIENCE:	• Experience in computer and network support, hardware/software repair and maintenance.
ESSENTIAL PERSONAL ATTRIBUTES:	• Trustworthy and Honest. • Warm friendly and cooperative. • Hardworking

ESSENTIAL TECHNICAL COMPETENCIES	• System Diagnosis and Trouble Shooting
	  - Ability to identify the real cause of problems on the computer systems.
	  - Ability to perform tests on identified failed items or parts of the computer systems
	• Computer Setups and Installations
	  - Ability to set up personal computers (laptops and desktops) and printers.
	  - Ability to install/replace peripherals such as graphics cards, network cards, hard drives, memory
	• Application Software Installation
	  - Ability to install commercial software packages
	  - Ability to configure software for use with specific printers
	• Networking
	  - Ability to correctly configure and setup network connectivity for the desktops and laptops.
	  - Setup of network printers
	• Emails and Internet

	- Ability to setup emails and Internet on the approved officers' computer systems • Usage of MS Office Applications - At least usage of MS Office Application is on intermediate level
ESSENTIAL BEHAVIOURAL COMPETENCIES	• Punctual / good time keeping both for work and meetings. • Deliver work on time. • Team Work. • Proactive - willing and available to undertake challenge tasks • Can work under pressure.
JOB DESCRIPTION	

JOB SCOPE AND PURPOSE	• The job scope for this position is confine to providing technical support for all users accessing the CBSI computer network systems and services. This include but not limited to:
	  - Availing and maintaining functional computers and printers for the users.
	  - Availing and installing the required software applications for the users.
	  - Setting up network connections for the computers and printers
	  - Setting up emails and internet access for users
	  - Maintaining records of the Bank's IT assets.
	• The purpose is to provide appropriate and working tool for users to enhance their work.

KEY RESULT AREAS	• Hardware procurement and maintenance support. • Provide Network Support • Provide Application Software support • Provide Users support • Maintain proper records on IT Assets. • Effective team-working
HOW TO APPLY	

To apply for the position, you will need to submit the following:

(1) An introductory cover letter
(2) A completed Recruitment Application Form (available on CBSI website and at the CBSI Head Office at Mud Alley Avenue)
(3) A current Resume or Curriculum Vitae
(4) Two Reference Letters
(5) Certificated copies of academic qualifications and transcripts.

All applications are to be addressed to:

        The Secretary
        Central Bank of Solomon Islands
        P O Box 634
        Honiara, Solomon Islands

Application in sealed envelopes can be hand-delivered or posted by mail. Alternatively applications can be submitted by email to: infor@cbsi.com.sb

CLOSING DATE FOR ALL APPLICATIONS - 8ᵗʰ December 2017

For further enquiries, please visit the CBSI website at **http://www.cbsi.com.sb/** or email info@cbsi.com.sb for information pertaining to the position or call in at the CBSI Head Office at Mud Allay Avenue. For more enquiries please contact Jared Fagasi or Badley Teddy on telephone 21791, or email jfagasi@cbsi.com.sb or bteddy**@cbsi.com.sb**