

## Job Description

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**Position:** Data Processing/IT Support Officer

**Code:** DBS\_1265

**Salary:** G4/G6

**Department:** SBO Division

**Location:** SBO Office

**Rate:** \$ 19,033.93 / 36,800.47 pa

### Position Primary Objective:

To ensure reliability and accuracy of the data input into and processed into the LMS system for all loan applications and loan accounts adjustments for reporting purposes. To provide IT support for the SBO operations.

### Duties & Responsibilities:

#### Posting and Reporting

1. Input client data into LMS system.
2. Confirm and verify client data for accuracy and completeness on loan forms from loan officers.
3. Confirm approvals and securities are accurate before posting.
4. Update system for different variations for data accuracy.
5. Process LMS data maintenance on loan files in an accurately and timely manner
6. Report any irregularities to senior officer or manager
7. Process, complete and distribute LMS end-of-day maintenance report daily.
8. Perform and complete data entry schedules for end of day and end of month reports before rollovers.

#### IT Support, Projection and Helpdesk

9. Attend to main system user helpdesk tickets relevant to data entry role
10. Assist MIS team with LMS and Attaché's systems users queries daily on needs basis.
11. Assist with identifying and maintaining a record of indiscretions relating to LMS and the loan process.
12. Assist team in the provision of basic technical support for network and connection issues.
13. Assist the installation of the DBS main systems software for all computers or laptops.
14. Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
15. Install and configure appropriate software and functions according to specifications by approval and support of Main Team.
16. Assist new users' accounts by sending through User Forms to Upolu Team for setup
17. Maintain LAN and Server Environment in Savaii Server Room for Power and Downtime
18. Provide support for monitoring of user's security access for the DBS Network and DBS main systems (LMS & GL Attache).
19. Attend to staff IT queries on helpdesk and as requested.
20. Setup Sound Systems and Projector equipment for Training, Conferences and Workshops

## **Documentation**

21. Document and maintain daily backups of Savaii DBS critical data
22. Document and maintain record of LMS procedures
23. Document any Savaii system issues and resolutions for future reference and report to Helpdesk

## **Other**

24. Assist MIS team with Disaster Recovery Plan and Business continuity plan of main systems.
25. Daily reminders to Tech officers of backups.
26. Any Other tasks as assigned by Savaii Office Manager.

## **Selection Criteria**

This section is designed to capture the expertise required for the role at the 100% fully effective level (and 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.

## **Qualification**

1. Minimum qualification of a Diploma in IT or CISCO certification or higher degree in Computer Science, Information Technology / Data Management (essential).

## **Knowledge and Experience (Essential)**

2. A minimum of 2 years work related experience.(essential)
3. Working knowledge and experience of Microsoft Applications is essential. (essential)
4. Working knowledge and experience in information systems. (essential)
5. Working knowledge of basic accounting is an advantage. (desirable)
6. Ability to work with minimal supervision with a strong dedication to quality. (desirable)
7. Ability to diagnose and resolve basic computer technical issues (essential)

## **Key Skills / Attributes / Job Specific Competencies**

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

### **Skill level**

- Computing, Problem-solving, Facilitation skills, Fluency in English, Excellent communications, Ability to set priorities, Team building, Flexible approach, , Relationship building and networking, Typing Speed and Accuracy, Proficient in Basic Office Applications, Attention to Detail

### **Advanced level**

- Data entry, detail oriented, Ability to meet deadlines, Time Management, Basic Mathematic Skills, Independent but also a Team Player, Problem Solving Skills, SQL Basic Database Knowledge, Data Privacy

### **Working Knowledge**

- Data processing, ability to work well with colleagues at all levels

### **Awareness**

- Staff Instructions
- DBS Act 2010

**Applications must include:**

- 1. DBS Application Form 2**
- 2. A recent Curriculum Vitae**
- 3. Three (3) written references**
- 4. Certified copies of academic qualifications.**