



MSG Secretariat
Secretariat du GFLM

Melanesian Spearhead Group | Le Groupe Fer de Lance Mélanésien

APPLICANT INFORMATION PACKAGE

IT ASSISTANT (ITA)

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I. BACKGROUND AND INFORMATION ON THE MSG SECRETARIAT

The Melanesian Spearhead Group (MSG) was formally established in 1988 and consists five members; Republic of the Fiji Islands; the Independent State of Papua New Guinea; Solomon Islands; the Republic of Vanuatu; and Front de Liberation Nationale Kanak et Socialiste (hereinafter referred to as “FLNKS”) of New Caledonia. The Associate member is the Republic of Indonesia and Observers, the Democratic Republic of Timor-Leste (DRTL), and the United Liberation Movement for West Papua (ULMWP).

The MSG member countries comprise the vast majority of the population of the Pacific Island region and their economies, fuelled by resources, tourism, and agriculture, are the most vibrant within the wider Pacific. The purpose of the MSG is to promote and strengthen: inter – membership trade; exchange of Melanesian cultures, traditions, and values; sovereign equality; economic and technical cooperation between states; and the alignment of policies in order to further MSG Members’ shared goals of economic growth, sustainable development, good governance, and security.

The MSG Secretariat is the administrative arm and was established in 2008. The Secretariat is based in Port Vila in Vanuatu. The Secretariat’s key role is to; Provide sound policy and technical advice; Facilitate the implementation of members’ decisions; Advocate members’ collective interests in regional and international fora; and efficient management of resources to serve our members.

The MSG Secretariat’s strategic priorities and Work Program are delivered through the following Divisions;

- Executive Division - Support the overall leadership and oversight of the MSG Secretariat to ensure the efficient delivery of services.
- Programs Division – delivery arm of the Secretariat in the implementation of Leader’s mandates in the areas of Trade, Investment, Socio-Economic Development, Governance, Political, Security, Natural Resource Management, and Sustainable Development.
- Corporate Services Divisions – provides corporate support to the delivery of the Secretariat’s strategic priorities and includes Human Resource Management, Finance and Administration, Information Technology, and Communications.

II. POSITION DESCRIPTION

1. KEY POSITION DATA

Job Title:	IT Assistant
Work Unit:	Corporate Services Division
Responsible to:	IT & Website Officer (ITWO)
Duration:	3 years
Job Purpose:	The primary role of the IT Assistant is to ensure that the Information and Communication Technology (ICT) services are fully functional and are used to their full potential, both as a means for effective conduct of business and a speedy communication tool, and a product for the good promotion of the positive image of the MSG Secretariat in the region.

2. OVERALL CONTEXT

Under the broad guidance of the Director General of the MSG Secretariat, the IT Assistant assumes a supporting role working in close consultation with the IT and website Officer. This responsibility exists primarily to ensure that the Information and Communication Technology (ICT) services are fully functional and are used to their full potential, both as a means for the effective conduct of business, a speedy communication tool, and a product for the good promotion of the positive image of the MSG Secretariat in the region.

The incumbent will be responsible for the provision of the day-to-day IT Helpdesk Support, System and Network Administration, Procurement, and Maintenance of hardware and software.

The IT Assistant will work in close consultation with the Information Technology and website Officer and report to the Manager Corporate Services.

3. KEY RESULT AREAS

Under the overarching leadership and strategic guidance of the Director General, the IT Assistant shall be responsible to the Manager Corporate Services through the IT & Website Officer and is accountable and responsible for the following:

1. Assist with the provision of everyday help desk support / ICT assistance to staff of the Secretariat including general hardware/software maintenance and servicing; including troubleshooting and problem resolution;
2. Perform routine hardware maintenance and updates for efficient performance;
3. Install, configure, and manage software for users of the network;
4. Setup peripherals and perform hardware repair, maintenance support and upgrades;

5. Ensure the MSG website is updated and its profile improved;
6. Assist in maintaining Internet services, firewalls, and communication systems;
7. Support in the provision of effective daily management of the MSG local area network and the system;
8. Other relevant technical support services as requested by the Director General.

4. REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

The required knowledge, skills, and work experience for the position are:

1. Relevant qualification with extensive work experience in the area of Information Technology or a minimum of a Diploma in Computing Science (CS) or Information Technology (IT) from a recognized institution;
2. Minimum of at least five years of similar work experience is required;
3. Minimum of one (1) year of supervisory experience. Candidate should be able to work independently – with minimum supervision and guidance from supervisors;
4. Demonstrate extensive IT skills, social media experience and ability to work well in a team is an added advantage;
5. Computer literate with strong capabilities in word and data processing, analysis, and conducting research via the Internet;
6. Advanced working knowledge of MS Office Suite (Word, PowerPoint, Excel, and Publisher).
7. Strong organizational skills and the ability to manage the ICT unit in the absence of the IT & Website Officer;
8. Ability to organize and provide support to meetings/workshops and visits;
9. Demonstrates a high level of initiative with the ability to think laterally and identify innovative solutions;
10. Perform all aspects of the position, including being mobile and time management;
11. Excellent interpersonal communication skills and the ability to work with all members of staff;
12. Be a team player and have the ability to multi-skill with attention to detail;
13. Ability to work in a cross-cultural environment;
14. Ability to travel regionally between member countries and to attend meetings and consultations as and when required.

5. PERSON SPECIFICATION

Qualification

Essential	Desirable
Relevant qualification with extensive work experience in the area of Information Technology	Minimum of a Diploma in Computing Science (CS) or Information Technology (IT) from a

	recognized institution with extensive work experience in the area of ICT
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III. REMUNERATION PACKAGE

6. REMUNERATION PACKAGE – TERMS AND CONDITIONS

Duty Station	Port Vila, Vanuatu
Duration:	The appointment is for a period of three (3) years with the possibility of renewal depending on performance and continued funding availability.
Salary:	The base salary for this position is from VT1,482,433 per annum tax-free plus benefits.
Term:	Appointment is subject to a satisfactory medical examination, as well as a 6 months probationary period. The probationary period may be varied by the Director General.
Housing:	Housing assistance is normally provided by the MSG Secretariat equivalent to VT250,000 per annum.
Education Allowance:	Education allowance equivalent to VT33,600 per child per annum. Education allowance is limited to three (3) dependent children.
Superannuation:	The appointee will be entitled to a superannuation contribution of 4% of base salary payable by the employer. A matching contribution of 4% will be paid by the appointee.
Annual Leave:	25 working days per annum
Sick Leave:	30 working days per annum
Public Holidays:	In accordance with Vanuatu public holidays
Medical Benefits:	The appointment and his/her dependents will be entitled to medical insurance benefits based on the Secretariat's regulations

IV. ADMINISTRATIVE INFORMATION

ESSENTIAL: Applications should include:

- Full information on education and career background; AND
- A detailed Curriculum Vitae to include names, addresses (postal & e-mail), fax and telephone numbers of three employment referees.

Submitting applications:

- a) **By email:** Subject matter to be clearly marked ***“IT Assistant”*** and sent to recruitment@msg.int ; OR
- b) **By post or fax:** Application to be addressed and sent to:

The Director General
Melanesian Spearhead Group Secretariat
PMB 9105
Port Vila
Vanuatu

Deadline for applications: 08 December 2023.

Late applications will not be considered.

MSG Secretariat is an Equal Opportunity Employer
