



Tertiary Scholarship & Loans Board

“Building a Smarter Fiji”

JOB DESCRIPTION – ASSISTANT IT OFFICER/CUSTOMER SERVICES OFFICER

IDENTIFICATION

Position Title: Assistant IT/ Customer Services Officer Position Number: TSLB 08
Location: Suva Category: Staff
Reports to: Manager Student Services Supervised by: Manager Student Services

KEY ACCOUNTABILITIES – ASSISTANT IT OFFICER

- Assist in planning and development of IT infrastructure
- Update and maintain all the IT equipment
- Keep electronic records of all TSLB data
- Provide support of Microsoft products such as Office (various version)
- Provide support of hardware and software for all devices and applications from servers, desktops and laptops
- End user and product support for network printers and photocopiers
- Knowledge of SQL Server and Exchange server
- Create and maintain records electronically
- Respond to and log calls, escalating calls as required with key support
- Everyday support may be required from time to time
- Provide one on one training when requested
- Assist to set up new hardware following IT procedures and policies
- Provide AV support and presentation projector support to staff
- Assist in TSLB website and Facebook page

KEY ACCOUNTABILITIES – CUSTOMER SERVICES OFFICER

- Resolve problems by clarifying the customer’s complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Resolve customer complaints via phone, email, mail
- Follow communication procedures, guidelines and policies
- Provide basic and accurate information in-person and via phone/email
- Helping to build good customer relations

Key Competencies

- Organizational and planning skills
- Communication skills
- Information gathering and monitoring skills
- Problem analysis and problem solving skills
- Initiative
- Confidentiality
- Team member
- Attention to detail and accuracy

Qualification and Experience

Bachelor's Degree in Information Technology/Information System or Computer Studies. Experience in an IT related field will be advantageous.

Salary Bracket

\$14,670-\$22,004