

POST DESCRIPTION		
1	Ministry/Department: Ministry of Finance	
2	Job Title: System Support Officer Grade I, SGGP Property Management Section	
3	Level: 9 Band M	Location: Nuku'alofa
4	<p><u>Purpose:</u></p> <ul style="list-style-type: none"> ➤ Monitoring of daily security operations and all general security aspects on the St. George Palace, inclusive of the processing, handling, and safekeeping ➤ Staff the Security Department Control Rooms and operate all the functions, to agreed levels, within it including CCTV, access control, alarm, telephonic and radio systems, as well as the distribution of keys, recording details in logbooks as appropriate. ➤ Monitor and test the daily electronic operations of CCTV, Access Control System, including the quality of surveillance and detection facilities and affect corrections as required. ➤ Provides hardware and software troubleshooting support to various locations, seeking technical advice and support as required. ➤ Undertake staff training as required and receive guidance and instruction from the Security System Manual. Help train new members of the ICT department in working at Security Control Rooms and complete assessment forms as required. 	
5	Key Tasks	Performance Measures
5.1	<ul style="list-style-type: none"> • Manage, monitor and maintain CCTV system • Real time CCTV camera with quality resolution to view. • Backup of the recorded CCTV videos 	<ul style="list-style-type: none"> • Make-sure the recorded CCTV camera video at all times. • Roll back and placing the requested videos • Attended to all requested CCTV video when needed.
5.2	Manage, monitor and maintain Access Control system	<ul style="list-style-type: none"> • The Access Control System is working well at all times. • Record all the access level and log entire access at all doors. • Attended to all requested CCTV
5.2	Manage, monitor and maintain Multi-function room	<ul style="list-style-type: none"> • All door access is working properly at all times. • Access logging should be clearly stored. • Complete and quality of service in

5.3	Manage, monitor and maintain Cabinet room computerized system.	<ul style="list-style-type: none"> • All door access is working properly at all times. • Access logging should be clearly stored. • Complete and quality of service in
5.4	Assist in hardware maintenance	<ul style="list-style-type: none"> • Complete 95% percent of maintenance request • 95% timely of support for
5.5	Train new staff	<ul style="list-style-type: none"> • New staff are trained as soon as they start
5.6	Any other tasks delegated by CEO for Finance	<ul style="list-style-type: none"> • Delegated tasks completed up to standard
5.7	Reports Directly to: Property Manager	
6	PERSON SPECIFICATION FOR THIS POST	
6.1	Education & Experience:	<ul style="list-style-type: none"> • Relevant Diploma Level 5/6 TNQAB framework + up to 3 years' relevant work experience • Relevant certificate level 4/trade/technical qualification + 3 years' relevant work experience • Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)
6.2	Special Skills:	<ul style="list-style-type: none"> • Good analytical skills • Good programming skills • Good communication skills • Good command of both Tonga and English languages (written & spoken) • Must have good public relation and networking skills • Ability to travel and work after hours would be an advantage
6.3	Communication and Language Skills:	<ul style="list-style-type: none"> • Good communication skills • Good command of both Tonga and English languages (written & spoken)

6.4	Personal Attribute:	<ul style="list-style-type: none"> • Good work attitude • Highly motivated • Well organized and hardworking • Honestly and integrity • Loyalty to government • Highly proactive • Must be committed to duties allocated, efficiently and effectively
7	POSITION COMPETENCIES	
	Core Behavioral Competencies	Key Performance Standards
1.	1. Change and Innovation	<ul style="list-style-type: none"> ○ Stays informed and actively contributes to change initiatives ○ Looks for ways to demonstrate innovation and initiative in work area ○ Anticipates emerging issues and looks for ways to improve work practices. ○ Takes a big-picture view of change and models a positive, constructive approach to managing it ○ Focuses on benefits and ways of overcoming obstacles
2.	2. Interpersonal Skills / Teamwork / Collaboration	<ul style="list-style-type: none"> ○ Actively shares information with appropriate people and checks for understanding where necessary ○ Presents clear, courteous and concise oral and written communications. ○ Engages positively and persuasively with program stakeholders as appropriate. ○ Develops rapport with people at all levels inside and outside the organisation to further the goals of the organisation. ○ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ○ Is open with other team members about his/her concerns

3.	3. Integrity / Accountability / Results Orientation	<ul style="list-style-type: none"> ○ Seeks to achieve high quality results which are in the best interest of the organisation ○ Uses honesty and appropriate disclosure with customers, employees, and management. ○ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action to deliver results. ○ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance ○ Thinks outside of the box to achieve the best results for an internal/external customer.
4.	4. Customer Focus (internal and external)	<ul style="list-style-type: none"> ○ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; ○ Accepts responsibility for mistakes, apologizes and makes suitable and timely amends. ○ Treats all clients with respect and cultural awareness
5.	5. Judgement	<ul style="list-style-type: none"> ○ Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary. ○ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
<p>The salary for the position is at Band M of the salary structure for the Tonga Public Service with a minimum of TOP\$ 15,120 to a maximum TOP\$22,680 per annum. Annual increment will be performance based. Entry point will depend on qualifications and work experiences.</p>		
7	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
7.1	System Support Officer Grade I	Name: Vacant Sign:..... Date:
7.2	Deputy Chief Executive Officer-CSD	Name: Mrs Gladys Fukofuka Sign: Date :

7.3	Chief Executive Officer	Name: Mrs Balwyn Fa'otusia Sign:..... Date:.....
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