Position Description

Position:	IT Officer
Reports to:	IT Manager
Date:	January 2023

Nature and scope

The Pacific Aviation Safety Office ("PASO") is established under the Pacific Islands Civil Aviation Safety and Security Treaty (PICASST) as an International Organisation to carry out the following objectives: -

- to meet the requirements of the member States in the provision of aviation safety and security regulatory oversight services, in accordance with PICASST;

- to undertake the purpose of the organisation in a manner which is cost effective and sustainable in the long term;

- to utilise coordinated and collaborative business and inspection methods to minimise the costs of safety and security oversight to participating States and the aviation industry;

- to support the aviation industry in participating States by the provision of timely advice and guidance in matters of aviation safety and security; and

- to promote an internationally recognised standard of aviation safety and security excellence, based on ICAO Standards and Recommended Practices (SARPS), within the Pacific Island Region.

The mission of the Pacific Aviation Safety Office (PASO) is to establish a collaborative and regionally based aviation safety and security oversight programme for the benefit of stakeholders and the region. In pursuing this mission, PASO has committed itself "to provide for continuous improvement in the quality of aviation safety and security oversight services to comply with international standards, required under the PICASST and ICAO Conventions''

In achieving this mission, PASO will adhere to the following core values:
- Accountability
- Diligence
- Fairness
- Integrity
- Transparency

Purpose of Role

Reporting to the IT Manager, the IT Officer is the first point of contact for IT assistance. They are responsible for analysing and troubleshooting problems and resolving queries effectively. The IT Officer also provides support to build IT knowledge and skills throughout the organisation.

The IT Officer role is to provide support to the IT Manager as required with IT policies and processes, risk and security and system updates, upgrades and outages.
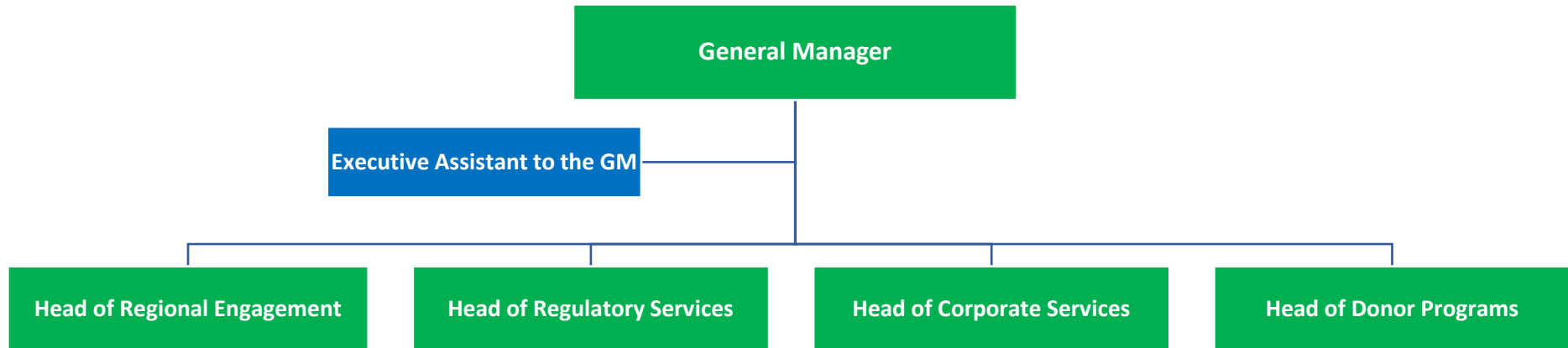
Key Relationships

External	**Internal**
• Preferred Suppliers	• IT Manager
• IT support providers	• Staff and Consultants
• Other stakeholders	

Organisation Structure – Senior Management Team

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                        │   General Manager    │
                        └─────────────────────┘
    ┌──────────────────────────┐       │
    │ Executive Assistant to the GM │───┤
    └──────────────────────────┘       │
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│ Head of Regional │ │ Head of Regulatory │ │ Head of Corporate │ │ Head of Donor    │
│ Engagement       │ │ Services          │ │ Services          │ │ Programs         │
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PASO
PACIFIC AVIATION SAFETY OFFICE

Organisation Structure – Corporate Services Team

Head of Corporate Services

Legal Counsel

Human Resources Manager

Finance Manager

Administration and Communication Manager

Information Technology Manager

Cleaner

Senior Finance Officer

Finance Officers (2)

Administration Officer

IT Officer

Contracted IT Services
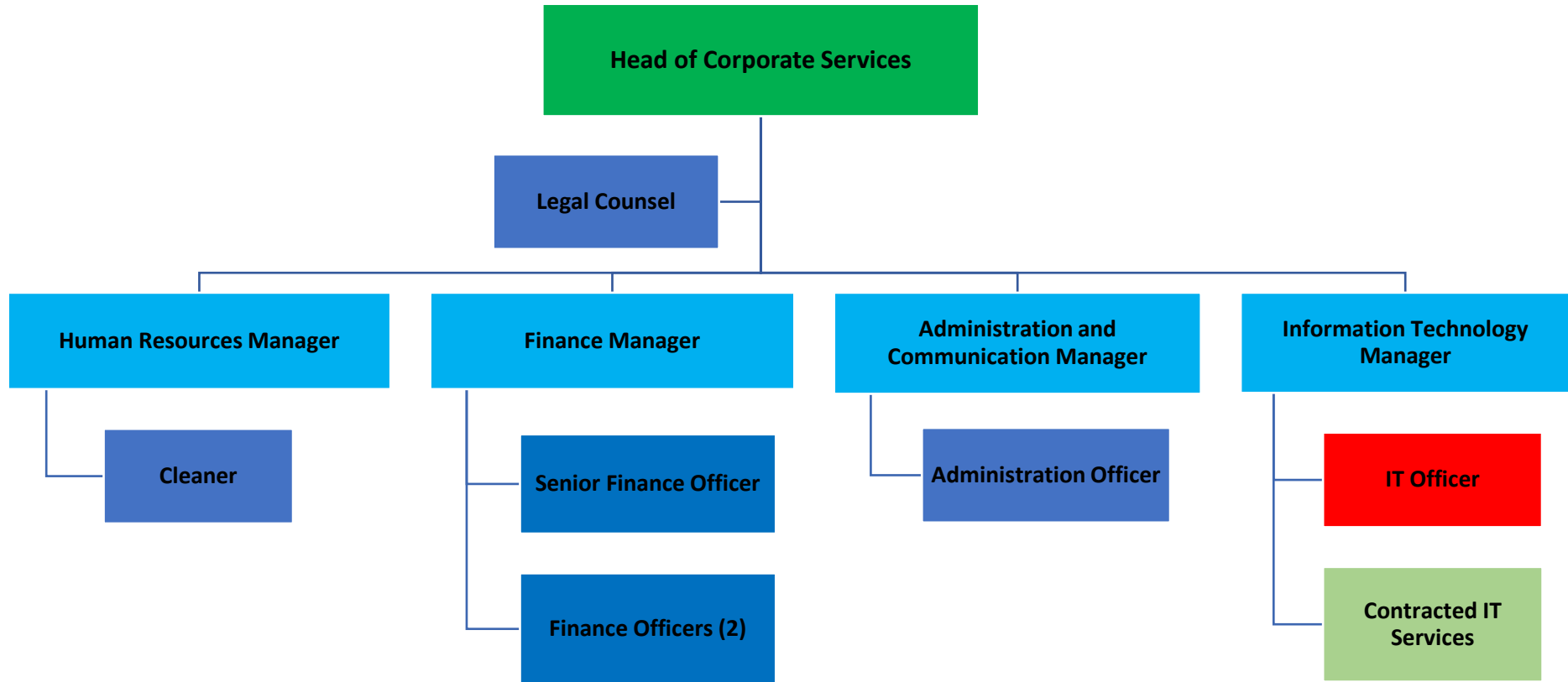
Key Responsibilities

IT User Support, Training and Advice

- Be a friendly first point of contact for all staff who require assistance with IT.
- Analyse and troubleshoot problems with software and computer hardware, with assistance from external IT consultant as required.
- Resolve and respond to user queries with clear documentation, in a timely manner.
- Prioritise issues and escalate to the IT Manager where appropriate.
- Determine software and hardware requirements to provide solutions for staff and teams.
- Provide assistance to staff to build IT knowledge and skills throughout the Organisation.
- Participate and contribute to various project teams including testing and training in the use of the core IT systems.
- With consultation from IT Manager, develop a training plan and training guides, and execute within the organisation

Policies and processes

- Support the IT Manager to develop IT policies and processes as required, ensuring all policies and processes:
  - comply with statutory obligations;
  - make it clear that good information management contributes to the effective management of the Organisation;
  - Are user-friendly, accessible and understood by staff and consultants.
- Support the IT Manager to provide training to staff in the use and application of information technology policies and processes.
- Contribute to the evaluation of IT systems and processes and identify improvements to policy and processes.

Process and System Maintenance and Enhancement

- Support the IT Manager with regular checks on network and data security.
- Identify issues or risks and work with the IT Manager to resolve or mitigate these.
- Identify issues of data quality and integrity as required.
- Maintain user accounts, roles and passwords for applicable applications.
- Review documentation to ensure completeness and accuracy of information provided.
- Analyse system issues and prepare associated documentation.
- Work closely with the appropriate team member to ensure that any new or changed requirements meet current or planned business processes.
- Provide ongoing input to improve the Organisation's IT systems.

Wellbeing, Health and Safety

- Display commitment to all safety and wellbeing initiatives.
- Ensures own safety and others safety, at all times.
- Comply with safety and wellbeing policies and procedures.

Competency Framework

Professional/Technical Skills and Knowledge
• A minimum of 2 years' experience supporting Windows based PCs and/ or servers.   • A tertiary qualification in business computing or similar is desirable.   • Sound technical knowledge about IT, security of systems and latest developments in the field.   • Excellent organization and time management skills.   • Strong communication and problem-solving skills.   • Excellent observation and analytical skills.   • Proven data management experience.   • Maintains up to date knowledge and expertise in professional area.

Analysis and Decision Making	Building Relationships	Adaptability/Personal Effectiveness
Undertakes thorough analysis through accurately defining problem or identifying outcome; sees the 'whole' and the complexity of connections; gathers all relevant information and applies sound, analytical techniques; develops a course of action taking into account factual information and/or logical assumptions, resources, potential risks and opportunities; makes timely, sound decisions.	Builds, maintains and uses effective working relationships, internal and external to the organisation, to facilitate the successful achievement of projects, assignments and objectives.	Displays energy, optimism and resilience; ensures effective performance when faced with ambiguity, changing environments and demands.
Information Management Stores and manages information systems to enable the efficient and effective use of information.	**Communication** Expresses and conveys information effectively to other people. This includes speaking, writing and listening. This covers formal and informal situations.	**Health and Safety Awareness** Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others' health and safety.

Planning and Organising	Knowledge Transfer	Innovation and Creativity
Plans and manages activities and projects for self and others; organises tasks to make best use of time and resources, and focuses attention on key objectives	Facilitates the improved performance of others by giving advice and guidance.	Looks for opportunities to improve personal and the organisation's performance, rethinking how to approach work. Develops and actively encourages other to develop creative and practical ideas. Contributes to an environment where creativity and innovation can flourish
Stakeholder Focus Focuses attention on meeting the needs of stakeholders (internal and external) ensuring their satisfaction.	**Persuasiveness** Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan or process; effectively influences others over whom one has no positional authority (peers, colleagues, those external to the organisation); adapts one's own behaviour to accommodate circumstances and individuals involved.	**Integrity** Acts in a manner that conveys the principles important to the organisation, including impartiality, fairness, honesty, openness, sound business ethics and respect for others. Demonstrates high standards of ethical behaviour.
	Personal Leadership Builds trust with others; models behaviour consistent with the organisation's Values and future; inspires and motivates others.	**Learning** Acquires, understands and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.
		Self Awareness Recognises own emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times.

		Commitment to Excellence Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.