

south-pacific.travel Vacancy – ICT Coordinator

South-pacific.travel, a regional organization and a member of the Council of Regional Organisations of the Pacific (CROP), is seeking an experienced person with appropriate skills to work with the Planning & ICT Manager. The role includes ensuring the business continuity of south-pacific.travel's in-house and web based/hosted IT systems (estimated at 20% of total job component) and to contribute to south-pacific.travel's Internet projects (estimated at 80% of total job component), both for south-pacific.travel and south-pacific.travel's Pacific island member countries. The appointment is for 3 years, subject to a 6 month satisfactory performance.

Duties & Responsibilities

- Ensure the smooth running of south-pacific.travel's in-house LAN and Internet connection.
- Actively monitor the status of the network and Internet connection and rapidly identify, diagnose and resolve faults.
- Identify, diagnose and resolve faults with PC's / Notebook computers used by south-pacific.travel staff.
- Ensure the security of the network and that adequate protection is provided against unauthorized access or outside attacks.
- Ensure regular backups of south-pacific.travel's PC and LAN based data.
- Ensure that all software is up-to-date and correctly patched, including anti-virus and anti-spam software.
- Understand PC hardware and assume responsibility for hardware repairs (liaising with 3rd party suppliers as necessary).
- Responsibility for procurement of hardware, including specifying requirements and liaising with 3rd party suppliers.
- Provide front-line support to south-pacific.travel's staff with respect to all requests for assistance on matters relating to IT.
- Establish an IT equipment replacement plan.
- Monitor south-pacific.travel's UNIX servers (hosted with ViaVerio).
- Identify, diagnose and resolve problems with south-pacific.travel's UNIX mail server.
- Ensure the smooth operation of south-pacific.travel's hosted content management systems.
- Ensure the smooth operation of south-pacific.travel's web portal and web sites of member countries who have signed up to south-pacific.travel's collaborative web development programme.
- Keep content on south-pacific.travel up to date.
- Develop expertise in the openCMS content management solution (and underlying software products such as Tomcat Servlet Engine, MySQL database and Apache web server) and be able to upgrade this software as required.
- Develop expertise in JSP programming so that templates and custom modules in south-pacific.travel's web portal and templates in member countries web sites can be maintained, modified and improved.

- Fix web related faults and provide technical support / assistance to south-pacific.travel's content management system users and users of member country's content management systems.
- Develop strategies to boost visitors to south-pacific.travel's web portal.
- Provide monthly analyses of south-pacific.travel usage, indicate trends and learnings.
- Work with identified key distributors in markets to improve their South Pacific representation and content.

Important Skills and Qualifications to have:

- Graduate in IT or related discipline
- Well developed inter-personal communication skills
- Ability to diagnose faults in computer systems and rapidly assess strategies to address faults.
- Demonstrated experience (3 years minimum) in the support of Windows based LAN and PC support.
- Understanding of UNIX, Internet technologies, protocols and services.
- Commitment to continuous learning and keeping at the forefront of developments in IT (and the Internet).
- Empathy for Pacific conditions
- Ability to work in a multi-cultural environment and demonstrate gender sensitivity

Salary and Other Benefits

The final salary will depend on experience and qualifications. Medical insurance and other benefits are also provided.

Application Contact and Deadline

Applications should reach SPTO Secretariat in Suva, Fiji Islands, by 4:00pm, Friday 20th April 2007. All applications should be addressed to:
The Corporate Manager, SPTO, PO Box 13119, Suva, Fiji Islands. Telephone (+679) 330 4177; Fax: (+679) 330 1995; Email: tourism@south-pacific.travel