Te Marae Ora (TMO) Ministry of Health
GOVERNMENT OF THE COOK ISLANDS
PO Box 109 Rarotonga Cook Islands Phone (682) 29664 Fax (682) 23109 www.health.gov.ck

POSITION SUMMARY

Job Title:	ICT Systems Analyst
Division:	Planning and Funding
Responsible To:	Manager Information & Communications Technology (ICT)
Responsible For:	Nil staff
Job Purpose:	To support the provision of quality advice and implementation of innovative technologies and systems to support the effective design and delivery of quality ICT services across TMO. This role is responsible for: • Monitoring and helping with the installation and maintenance of ICT assets/equipment and information systems • Analysing user access, logs and user feedback on ICT services, TMO's website, social media platforms and online training platforms • Training for users on the appropriate use of ICT resources and information systems • Recording and reporting on ICT statistics and performance
Job Classification:	G – T4 Mid-Level Specialist
Date updated:	November 2020

AGENCY VISION

Vision: All people living in the Cook Islands living healthier lives and achieving their aspirations.
Values: Respect, People focused, Equity, Quality, Integrity and Accountability

ORGANISATIONAL STAFFING STRUCTURE
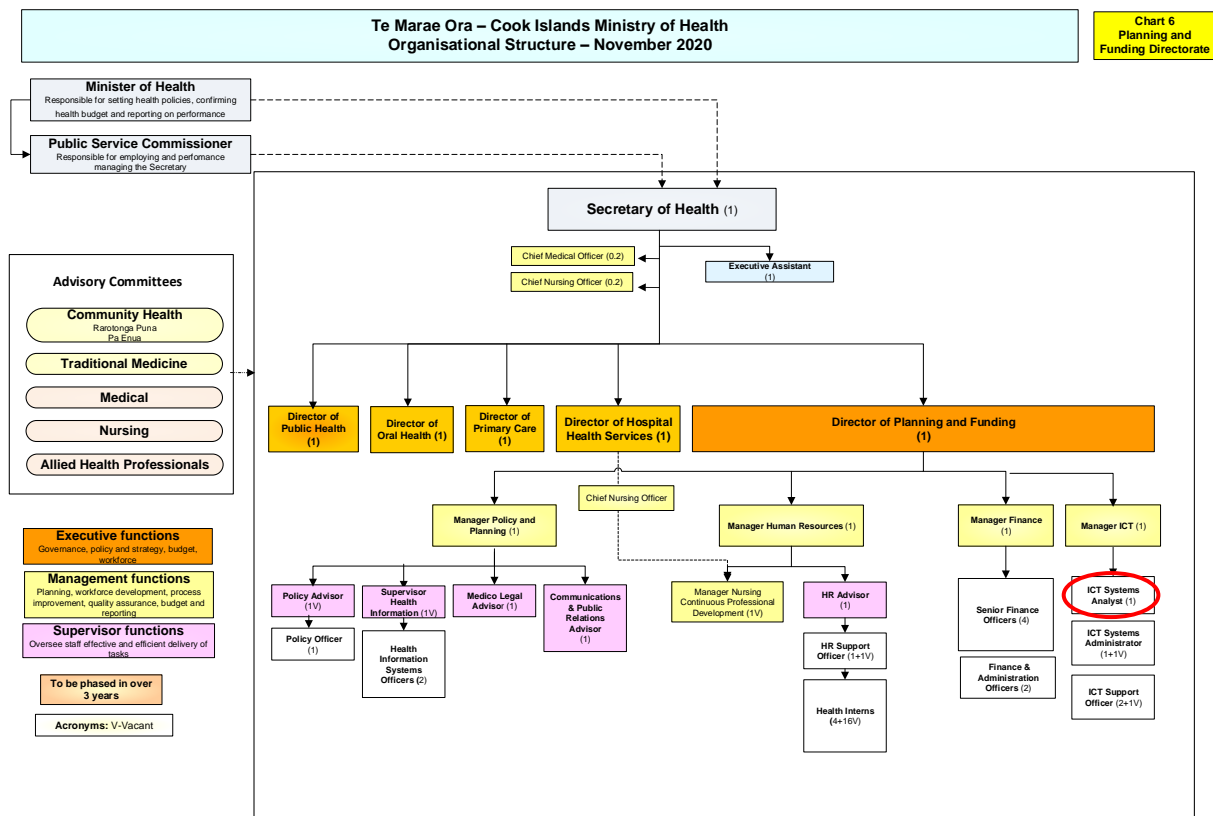
KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6) Jobholder is accountable for:	Key Performance Indicators (SMART) Jobholder is successful when:
Strategic advice and planning • Support the development and implementation of TMO's ICT Strategic plan and report against key objectives • Research global trends in innovative health-related technologies and systems • Analyse and advise on the best advanced technologies and systems • Analyse TMOs ICT service needs and recommend optimal platforms/systems • Develop ICT business procedures, processes and workflows • Analyse ICT user training needs based on system requirements and recommend training options	• Strategic plan is implemented effectively and reporting against • Global trends are incorporated in ICT strategic advice • TMO employs innovative technologies to improve health services • ICT services are reviewed and platforms used reflect best practice • ICT processes are documented and adhered to • ICT training needs are identified and with optimal options provided
Network and systems enhancement • Conduct research and recommend integrated and fully functioning information systems • Analyse and recommend improvement to system upgrades and backups, and data/information restoration procedures • Provide recommendations for new ICT hardware and software to support information systems • Develop guidelines to ensure optimal maintenance of ICT assets/equipment, hardware and software licensing • Research streamlining processes to optimise ICT (and tele health) services • Analyse user feedback on TMO's website, social media, and other platforms and recommend changes to improve the user experience	• Health information systems are designed to meet the needs of patients, clinicians and TMO Executive/Management • System upgrades and information systems are managed at optimal levels • TMO uses optimal ICT hardware and software to provide excellent health care • TMO ICT assets are well maintained • TMO ICT processes are documented and continuously improved • User experiences are captured using ICT platforms and reported on with appropriate recommendations/solutions
Legislation and policy compliance • Monitor, train staff and report on compliance with TMO ICT Policy and Government Information Management Policies • Monitor, report and recommend solutions to address breaches	• Adherence with TMO ICT Policy and Government Information Policies • Policy breaches are reported promptly
Operational Excellence • Implement ICT services across TMO and maintain system connectivity • Ensure timely responses to user service requests regarding ICT access, use and issues • Monitor user access to TMO ICT platforms and maintain security of the network and information systems	• Minimal disruptions to ICT systems and connectivity is maintained • Timely responses to user service requests • User access and logs are monitored and systems security is maintained • No unauthorised access to the ICT network and expired users have access removed

• Conduct training for staff on rules for accessing and using TMO's ICT resources and systems • Communicate ICT system changes, outages and issues to TMO staff and relevant parties • Perform analysis, diagnosis, and document the resolution of ICT problems • Record incoming calls/service requests, monitor workflows, resolved issues and outstanding jobs • Prepare ICT statistics and performance reports	• Trained staff are using ICT resources and systems appropriately • Staff and parties are aware of system changes, outages and issues • ICT problems/issues are recorded with recommendations provided • All ICT service requests recorded and monitored • Quality and timely reporting of ICT statistics and performance
Teamwork • Demonstrate the Public Service and ministry values and contribute to positive team culture • Participate in relevant training and professional development opportunities • Contribute to the division's goals through excellent performance • Continuously improve work performance • Monitor performance and always keep Supervisor informed of work progress • Provide 24/7 support to troubleshoot ICT related problems as required • Work as a team with ICT Supervisor and ICT Systems Administrator, providing cover when/if required	• Embrace the Public Service and TMO values at work • Apply new knowledge and skills to improve work performance • Division achieves its targets • Always seeking and implementing better ways of doing work • Supervisor is pleased with work performance • ICT network connectivity and systems issues are resolved in a timely manner • ICT services are provided 24/7

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):	
1	Resolving ICT issues for a range of users with different levels of ICT knowledge
2	Managing and prioritising competing ICT user needs along with research, diagnostic, analytical and advisory functions, on a daily basis
3	Diagnosing ICT systems issues correctly & rapidly to ensure appropriate solutions
4	Proposing appropriate options for innovative technology despite having limited funds

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	N/A
Staff	N/A
Contractual	N/A

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
TMO Executives and Managers	– ICT policy, planning, procurement and projects *(Influencing-Medium)*	OPM ICT Support staff Local communications provider	Clarify TMO needs, ICT support, relay TMO technical requirements *(Interact/Serve)*

TMO staff and interns	ICT policy, platform/systems user access and maintenance procurement *(Persuading-Heavy)*	Vendors/Suppliers of ICT hardware and software Organisations providing online training courses	Relay TMO system requirements, consult and present to groups, user needs *(Promote/Represent)*

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	**Desirable:** (other qualifications for job)
• Bachelor of Computer Science or equivalent	Post Graduate qualification in Computer Science or equivalent

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	**Desirable:** (target no. of years you are looking for)
• Minimum six years' senior ICT experience	• Over six years' senior ICT experience

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	• Proven analytical and problem-solving abilities • Ability to prioritise and execute tasks in a high-pressure environment • Knowledgeable in planning, budgeting and analysis • Strategic health and ICT policies and legislation • Ability to implement, monitor and evaluate strategic/operational plans • Ability to train, mentor, coach and counsel staff to perform • Ability to influence others to provide resources for health services • Engage and build trust with people, communities and key stakeholders
Advanced	• Ability to conduct research into ICT issues and products • Ability to present ideas in business and user-friendly language • Excellent written, oral, and interpersonal communication skills • Ability to administer health and government legislation e.g. Health Act, Public Health Act, MFEM Act, PS Act, PERCA Act and Official Information Act • Excellent written and spoken Cook Islands Maori and English • Excellent people, interpersonal and communication (written/verbal) skills • Excellent risk communication skills and ability to speak confidently • Ability to develop operational policies, protocols and guidelines • Analyse situations, apply critical thinking and implement solutions • Ability to manage complex ICT issues with limited resources • Ability to troubleshoot difficulties encountered with clients and services • Ability to mediate problems between staff to achieve agreeable outcomes • Excellent understanding of financial management principles/practices • Excellent reconciliation, analytical and problem solving skills • Excellent time management and multi-tasking skills • Excellent financial analysis, advisory and reporting skills • Understand political and cultural protocols of the country • Builds relationships and networks with key stakeholders
Working	• Time management, promoting, training and analytical skills • Disaster risk and hazard management experience • Keen attention to detail • Team-oriented and skilled in working in a collaborative environment • Highly self-motivated and works competently in a team • Willing to learn keeping up to date and applying new knowledge • Excellent knowledge of ICT hardware, software, standards & systems

	• Extensive hands-on troubleshooting and ICT support experience • Ability to read and understand technical manuals and procedures • Ability to complete written/verbal reports to a high degree of accuracy
Awareness	• National strategic plans and policies and relation to health • Regional and global health, social and economic developments • New advances in technology, software and hardware • New innovative technologies and information systems

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

_____   _____
Secretary of Health   Date

_____   _____
Employee   Date