Ministry:	**Revenue & Customs**
Division:	**Tax Corporate Service Division**
Location:	**Nuku'alofa**
Position:	**Revenue Officer Graduate**
Position Number:	**MORC L-007**
Reports to:	**Principal Revenue Officer**
Band:	**L**
Salary:	**$22,133 - $33,194**

Important Note:

"This position is subject to rotation to similar roles within the same division and across other divisions of MORC, as directed by the Chief Executive Officer, providing dynamic career development opportunities"

Job Purpose	**Ministry Profile Statement:** The Ministry of Revenue & Customs is the main agency of the government tasked to collect revenue efficiently and effectively for the Government of Tonga, to fund required goods and services for the people of Tonga. The Ministry is also responsible for continued assessment of the essential functions and processes of cross border security and facilitation of trade and travel. **Job Purpose:** Assist the SRO to provide Infrastructure support and maintenance and Operations support and data management services to ensure the efficient functioning of the Ministry's ICT systems
Accountabilities / Outcomes	• Implement installation and testing of new software, ensuring the anti-virus software is properly configured and updated on a regular basis. • Assist in managing and maintain all RMS applications, ensuring it is well secured and safe for all users. • Assist SRO in training new and existing users on how to properly use the RMS applications, e-tax system and the Point of Sales System (POSS) • Diagnose and troubleshoot workstation software errors. • Assist PRO, SRO setting up of new hardware • Ensuring that information published on the Ministry's website are updated regularly • Assist SRO in providing technical support to centralize UPS • Assist in monitoring all ICT equipment/assets • Ensure effective and proper records keeping for all ICT related matters • Submit weekly reports update of work completed to supervisor • Carry out any other duties as may be directed by Supervisor, Deputy CEO and CEO
Person Specification	
Skills and Abilities	**Mandatory:** • Strong computer programming skills • Very good technical knowledge of ICT hardware, software and infrastructure components including proficient at diagnosis and resolution of technical issues • Good knowledge of data collection, storage, organization and retrieval with an understanding of data integrity and security

	• Very good understanding of network configurations, diagnosis and trouble shooting • Good knowledge of cybersecurity best practices and ability to implement security measures • Good documentation skills to accurately record and document ICT assets, maintenance activities and data management processes • Good knowledge of backup and recovery procedures to ensure business continuity • Very good customer service and communication skills including ability to help deliver effective training and support to users • High level of professionalism, integrity and ethical behavior
Qualifications and Experience	**Mandatory:** • Bachelor's degree with no working experience • Diploma Certificate with at least 2 years' experience in a similar role or at least 3 years relevant working experience **Qualifications acceptable for this role must be in Information & Communication Technology, Computer Science, Computer Networking or Network Engineer & Administrator from a recognized educational institution.**
Authorised by (sign and date)	
Chief Executive Officer:	Name: Michael Cokanasiga Signature:
Deputy CEO	Name: Loseti Mahe Signature:
Principal Revenue Officer	Name: Motei Tukuafu Signature:
Revenue Officer Graduate	VACANT