

JOB DESCRIPTION	
Ministry:	Revenue & Customs
Division:	Information, Communication and Technology
Location:	Nuku'alofa
Position:	Principal Revenue Officer
Position Number:	MORC I-16
Reports to:	Deputy CEO
Band:	I
Salary:	\$34,342 - \$51,511
Job Purpose	<p>Ministry Profile Statement: The Ministry of Revenue & Customs is mandated to set and implement tax policy to collect vital tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p>Job Purpose: To assist Deputy CEO in managing the ICT Section, providing support ICT services and to ensure that the ICT Systems, Server, Backup, Networks, Website/Intranet and electronic Office Equipment of the Ministry are functioning effectively and efficiently for Revenue Office and Outer Island Branches. Also, provide advice and support to the CEO, Senior Management and All Staff on any ICT related matter.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Assist Deputy CEO in planning and evaluating the operations of ICT system in consultation with Head of Division • Lead in the execution of Electronic Sales Register System (ESRS), also known as the Point of Sales System (POS), linking Taxpayers and Inland Revenue to ensure transactions are recorded in real time, ensure full operation, and be able to diagnose, identify, and fix problems within 24 hours. • Assist the Deputy CEO to monitor, manage and administer the e-tax system – online lodgement payments linking Taxpayers and Inland Revenue to ensure transactions are recorded in real time, ensure full operation, and be able to diagnose, identify, and fix problems within 24 hours. • Assist the Deputy CEO to monitor, manage and administer RMS, link the replication of database, ensuring vpn connection is fully supported from NZ and be able to diagnose, identify, and fix problems within 24 hours. • Assist Deputy CEO in planning and designing Business Continuity Plan and Disaster Recovery • Manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems • Work closely with appropriate teams in monitoring and executing the ESRS Project, e-Tax System and RMS • Design and conduct training to all staff on a regular basis or upon request on ICT utilization • Build and manage relationships with cross-functional teams, vendors and management • Anticipate potential ICT problems, be proactive and manage changes to ensure RMS, e-Tax and ESRS projects are on time and within the budget • Analyse technical issues, performing root cause analysis with timely solutions, and distribute to relevant and appropriate teams

	<ul style="list-style-type: none"> • Building effective systems for monitoring purposes and client services tax system • Monitor & Maintenance of office equipment, ICT building compounds. • Fix & replace Air Condition, electrical equipment, light, telephone, bathroom, windows etc. • Monitor and administer the Ministry's server, ensure updates are fully operated at all times • Monitor and manage Smoothwall and URL Fibres • Closely monitor the Ministry's internet connection and web proxy to ensure it functions at all times and does not exceed the monthly data plan • Administer server backup VM for Hyper-v virtual server and make sure data are backed up on a daily basis. • Monitor and fix network switch and tee VLAN CISCO configurations, ensuring all problems are fixed within 24 hours • Carefully administer the Ministry's website / intranet and make sure all information published are updated, secured and fully functioned • Assist Deputy CEO in monitoring and mentoring ICT Section team, making sure tasks are allocated adequately and completed accurately, and on a timely manner. • Perform all other ICT duties as directed by the CEO, ensuring all tasks are completed on a timely manner, accurate and full operational at all times.
Person's Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • Strong leadership skills including motivating and developing ICT staff to achieve Infrastructure Support and Maintenance and Operation Support Data Management team objectives • Very good management skills including developing team plans, setting targets, measurement, monitoring and reporting on performance and assisting in the development of ICT policies and procedures to ensure quality work outcomes • ICT expertise including a strong understanding of information technologies, including hardware, software, networking, cybersecurity, cloud computing and emerging IT trends • Excellent skills in system administration and maintenance of servers databases and network infrastructure • Very good understanding of network configurations diagnosis and trouble shooting • Strong customer service skills providing ICT advice to managers and staff • Strong communication skills including relationship management • High level of professionalism, integrity and ethical behaviour <p>Desirable:</p> <ul style="list-style-type: none"> • Strong project management skills including understanding of change management processes, commitment to continuous improvement and encouraging innovation

Qualifications and Experience	<ul style="list-style-type: none"> • Master's Degree with at least 1 year experience in a similar role OR at least 3 years relevant working experience • Post Graduate Diploma with at least 2 years' experience in a similar role or at least 4 years relevant working experience • Bachelor's degree with at least 4 years' experience in a similar role or at least 6 years relevant working experience <p><u>Qualifications acceptable for this role must be in Information & Communication Technology, Computer Science, Computer Networking or Network Engineer & Administrator from a recognised educational institution.</u></p>
Authorised by (sign and date)	
Chief Executive Officer	Name: Michael Cokanasiga Signature & Date:
Supervisor/Deputy CEO	Name: Loseti Mahe Signature & Date:
Principal Revenue Officer	VACANT