

SCHEDULE A – SCOPE OF WORK

This Scope of Work outlines the responsibilities, deliverables, and expectations for a **Temporary Helpdesk Officer** engaged for a period of six (6) months to support the Technology and Systems Officer, at the Supreme Court of Vanuatu.

Service Area	Description of Service
Objectives	• Provide frontline IT support to all Court staff. The Court: Supreme Court, Magistrate Court & the Island Court. • Ensure timely resolution of technical issues. • Maintain smooth operation of daily IT systems during the engagement period.
Roles & Responsibilities	The Helpdesk Officer will be responsible for: • Responding and Supporting daily IT requests via phone & email. • Troubleshooting hardware, software, and network issues. • Installing and configuring computer systems and applications. • Report issues and solutions in helpdesk support. • Escalating complex problems to senior IT staff when necessary. • Supporting routine IT maintenance tasks.
Deliverables	• Daily logging of support and resolutions.

	• Weekly status reports on helpdesk activities. • Documentation of recurring issues and recommendations for improvement. • End-of-contract handover report summarizing work completed and outstanding issues.
Performance Expectations	• Response & Resolution time logs. • Professional communication and customer service skills. • Adherence to organizational IT policies and procedures.
Qualifications	• Certificate in IT or related field (preferred). • Experience in helpdesk or IT support role on the Vanuatu Government network. • Knowledge of Windows/Mac operating systems, MS Office. • Basic networking and troubleshooting skills.
Reporting	• Reports directly to: Technology & Systems Officer. • Provides weekly updates to management.

SCHEDULE B – PAYMENT DETAILS

Annual Salary Grading:	GSs 3.1 - 1,209,000vt
Fortnight Rate (FR) = Annual Rate (AR) ÷ 26.089286	46,340vt
Total 6 Months' Salary:	569,982vt
VNPF 12%	Employer Contribution 6%, Employee Contribution 6%