

SERVICE SPECIALIST

ORGANIZATIONAL CONTEXT FOR THE ROLE OF SERVICE SPECIALIST

The Social Security Board (SSB) is a statutory body fundamentally driven by its mandate to provide meaningful social protection through a dynamic, progressive and sustainable social security system. It delivers benefits, programs and services aimed at promoting economic security and well-being of its beneficiaries.

Recognizing people as its most critical asset, SSB emphasizes nurturing, sustaining, and strengthening human capital to achieve organizational priorities. By optimizing employee engagement, performance, and productivity across the employee life cycle, SSB ensures its mission is fulfilled.

ROLE PURPOSE

To serve as the central point of contact for users of SSB's Information and Communication Technology Services (ICTS), ensuring efficient access to support. The role enables the timely assignment and resolution of incidents and service requests to maintain service reliability and user satisfaction. It also strengthens ICTS operations through effective support in inventory, vendor coordination, and internal training.

ROLE SUMMARY

The Service Specialist administers and monitors incident logging, service request tracking, and timely resolution, ensuring prompt assignment and clear communication with users throughout the support lifecycle. The role supports ICTS operations through asset inventory management and vendor coordination for procurement, strengthening service reliability, resource efficiency, and overall ICTS service delivery across the organization.

CORE RESPONSIBILITY AREAS AND KEY ACTIVITIES

1. ICT SERVICE MANAGEMENT

- a) Receive all inbound incident reports or service requests. All receptions are documented and tracked within the designated support center system (Service Desk). An initial response is provided to the user according to the service standard
- b) Prompt assignment of service requests or incident reports to the appropriate support personnel.
- c) Actively tracks the progress of service requests for the duration of the transaction ensuring effective communication with the user and ultimate resolution of the issue according to the service standard.
- d) Recommend initiatives that will bring about the improvement of the ICT Service Management by outreach, training or any other reasonable means.

2. VENDOR MANAGEMENT

- a) Initiate and execute authorized portions of the procurement process.
- b) Engage external vendors for quotes and research information.
- c) Actively follow-up and communicate with vendors on all areas of information exchange.
- d) Initiate purchasing transactions within the authorized system.
- e) Maintain continued communication for the duration of the transaction (Shipment Received).
- f) Promptly notify the manager of any situation deemed to not be in the desired interests of the SSB.

- g) Receive and process invoices within the authorized scope and designated system.

3. INVENTORY MANAGEMENT

- a) Receive all incoming assets and executes ICTS inventory functions.
 - I. Enter into Asset Management System
 - II. Engage Finance for the execution of their related functions including, but not limited to, the application of asset tags.
- b) Stow all inventoried assets in the designated area.
- c) Maintain and ensure the secure and authorized access (only) to the storeroom.
- d) Execute all asset transfer with all related documentation completed.
- e) Initiate and execute the disposal process up to the point of hand off to the Finance Services according to the disposal policy.

ROLE REQUIREMENTS

The role of Service Specialist is classified under Organizational Level Five - Individual Contributor, Specialist III

Minimum Qualifications and Experience:

Associate's Degree in an Information Technology or a related academic discipline with two (2) years' relevant work experience in an ICT or service support environment.

Credentials considered as asset:

Experience in, ICT Service Management or a related support function.
Professional certification in ICT Service Management (e.g., ITIL) is considered an asset.

Knowledge, Expertise and Abilities:

1. Strong understanding of SSB's operations and mandate
2. Excellent interpersonal and communication skills
3. Strong analytical and problem-solving capability
4. Professional integrity, reliability, and accountability
5. Effective stress and time management
6. Adaptability and flexibility in dynamic environments
7. High level of professionalism, respect, and cultural awareness

WORK EFFORT

The physical, mental, and sensory demands required to perform the job:

Work Demands / Cognitive Effort: Managing multiple service requests simultaneously, often with frequent interruptions, requiring strong organization, prioritization, and time management skills.

Mental Effort: Periods of increased workload—particularly during system issues or equipment failures—may create heightened pressure and require strong stress management.

Sensory Demand: Extended computer use may result in eye strain.

Physical Effort: Prolonged sitting and continuous use of computer equipment may result in muscle fatigue.

WORKING CONDITIONS

The Service Specialist operates in a structured, technology-driven, and service-focused environment, requiring responsiveness to user needs, multitasking, and adherence to service standards in a sometimes fast-paced setting.

Office Environment: Work is primarily conducted in a shared office space with cubicle-style workstations, within an air-conditioned environment.

Work Demands: The role involves managing multiple service requests simultaneously, often with frequent interruptions, requiring strong organization, prioritization, and time management skills.

Technical Environment: Work is performed within a professional ICT setting, with occasional tasks in server rooms that may involve confined spaces and elevated noise levels.

Sensory and Physical Demands: Extended computer use and prolonged sitting may result in eye strain and muscle fatigue.

Mental Demands: Periods of increased workload—particularly during system issues or equipment failures—may create heightened pressure and require strong stress management.

COMPETENCY MODEL

Proficiency Scale				
Level 1 Introductory	Level 2 Basic	Level 3 Proficient	Level 4 Mastery	Level 5 Authority
<i>Minimal demonstration of behaviors related to the competency.</i>	<i>Demonstration of behaviors related to the competency indicates potential for growth.</i>	<i>Demonstration of behaviors related to the competency indicates adequate strength to fully perform job role.</i>	<i>Demonstration of behaviors related to the competency definitively indicates a high level of development.</i>	<i>Demonstration of behaviors related to the competency indicates a very high level of development and serves as a role model for others.</i>

SUMMARY OF COMPETENCIES			
Competency Type	Competency Name	Definition	Minimum Level
CORE	Accountability	Taking personal responsibility for actions and results.	Level 3
	Adaptability	Adjusting and remaining effective on the job in real time as changes occur in the work environment, requirements, circumstances, people, and priorities.	Level 3
	Communicating Effectively	Effective, timely and relevant exchange of information, ideas, perspectives, and opinions in ways that build trust, respect and credibility and engages the audience and	Level 3

		facilitates understanding. It includes receiving information, listening, understanding, and responding openly and effectively in interactions with others.	
	Development and Continuous Learning	Demonstrated commitment to the process of continuous self-improvement and growth by acquiring and applying new knowledge, skills and competencies for greater on-the-job effectiveness and contribution to the organization.	Level 3
	Initiative	Identifying what needs to be done and taking appropriate action before being asked to or required by the situation.	Level 3
	Service Focus	Consistently effective in anticipating and responding to the needs of those we serve by creating and delivering an exceptional service experience. <i>NOTE: "customers" is used for brevity in the indicators below in reference to internal and external customers.</i>	Level 3
	Thoroughness	Demonstrated concern for the quality of work, ensuring that one's output is complete, accurate, precise and reliable.	Level 3
	Working Collaboratively	Working cooperatively with others within and across teams, organizational layers, and functions to achieve results that add value to operational and strategic goals, objectives and priorities.	Level 3
FUNCTIONAL	Service Request Management	Efficiently receiving, documenting, and assigning incoming service requests and incident reports, ensuring timely and accurate responses aligned to service standards.	Level 3
	Vendor Communication and Coordination	Engaging with vendors to obtain quotes, facilitate information exchange, and track the status of procurement transactions to maintain service quality and meet organizational needs.	Level 3
	Inventory Management	Skill in managing ICT assets, including accurate entry into inventory systems, secure storage, and proper documentation of asset transfers and disposals.	Level 3
	Time Management	Ability to prioritize tasks effectively and manage time efficiently, especially when handling multiple service requests or coordinating with vendors and internal teams.	Level 3
TECHNICAL	ICT Service Management System Proficiency	Expertise in using ICT Service Management software to log, track, and manage service requests and incident reports.	Level 3
	Microsoft 365 Proficiency	Adept at using Microsoft 365 tools, particularly for communication (e.g., MS Teams) and productivity tasks.	Level 3
	Hardware and Software Knowledge	Functional knowledge of computer systems and hardware, as well as familiarity with common software tools used in ICT services.	Level 3
	Asset Management Systems Knowledge	Adept in the use and navigation of asset management systems used to track and manage ICT assets.	Level 3