

Honorable Pulaali'i Nikolao Pula
Governor

Honorable Pulumata'ala Ae Ae Jr.
Lieutenant Governor



Titiaoalii Dr. Asenati Saau-Umi
DHR Director

Max Tuitele
Deputy Director

Falo Johansson
Deputy Director

AMERICAN SAMOA GOVERNMENT
DEPARTMENT OF HUMAN RESOURCES
PAGO PAGO, AMERICAN SAMOA 96799

JOB ANNOUNCEMENT

Job Title: <i>Information Technology Technician II</i>		Posting Date: <i>March 18, 2025</i>	Serial No.: <i>041-25</i>
Department/Division: <i>Health</i>		Closing Date: <i>April 08, 2025</i>	Announcement No.: <i>041-25</i>
Type of Position: <i>Temporary Appointment</i>	Posting Type: <i>Employment Opportunity/ Open to the Public</i>	Pay Grade and Salary Range: <i>GS-11/\$17,069 - \$42,419p.a.</i>	

General Description:

The IT Technician II support implementation, maintenance, and optimization of public health information systems. This role involves troubleshooting technical issues, ensuring system security, and providing training and support to end-users. The ITT II works closely with public health professionals to enhance the efficiency and effectiveness of health services through technology.

Key Duties and Responsibilities:

- Perform routine maintenance and updates on public health information systems.
- Troubleshoot and resolve technical issues related to hardware, software, and network connectivity.
- Monitor system performance and ensure optimal operation.
- Provide technical support to public health staff and other end-users.
- Conduct training sessions to educate users on system functionalities and best practices.
- Develop user manuals and documentation for system use.
- Assist in the management and integration of health data from various sources.
- Ensure data accuracy, integrity, and security.
- Support data analysis and report activities.
- Assist in the deployment of new public health information systems and applications.
- Collaborate with vendors and IT teams to ensure successful system implementation.

This is an Equal Employment Opportunity Employer

Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799

Ph: (684) 633-4485/ Email: info@hr.as.gov

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- Participate in system testing and validation process. Implement and maintain security protocols to protect sensitive health information.
- Ensure compliance with relevant regulations and standards (e.g. HIPPA).
- Conduct regular security audits and risk assessments.
- Provides guidance, leadership, or training to other employees.
- Responsible for supervising non-exempt, clerical, or office administrative personnel.
- Responsible for supervising exempt, professional, or technical employees.
- Responsible for supervising supervisory/managerial employees.
- Perform other duties as assigned.

Knowledge, Skills, and Ability:

- Proficiency in troubleshooting hardware and software issues.
- Strong understanding of network systems and protocols.
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team.
- Knowledge of data management and security practices.
- 2-4 years of experience in IT support, preferably in a healthcare or public health setting.
- Experience with public health information systems and electronic health records (EHR) is a plus.

Academic and Experience Requirements:

- Applicant must have a bachelor degree from an accredited university or college plus three (3) years of work experience.
- Years of progressively responsible working experience may be substituted for a portion of the academic requirement.
- Salary will be adjusted according to experience.

Complete information concerning this vacancy may be obtained from the Personnel Division of the Department of Human Resources, or please contact the Recruitment unit at 633-4485/633-4000.

Fa'afetai tele,



Titiaoalii Dr. Asenati Ietitaia Sa'au-Umi
Director, Department of Human Resources

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