Honorable Pulaali'i Nikolao Pula
Governor

Honorable Pulumata'ala Ae Ae Jr.
Lieutenant Governor

Titiaoalii Dr. Asenati Saau-Umi
DHR Acting 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: *Information Technician Specialist*	*Posting Date:* *January 22, 2025*	*Serial No.:* *019-25*
Department/Division: *Department of Port Administration*	*Closing Date:* *February 12, 2025*	*Announcement No.:* *019-25*
Type of Position: *Temporary Appointment*	*Posting Type:* *Employment Opportunity/* *Open to the Public*	*Pay Grade and Salary Range:* *GS-08/$16,191 - $36,471p.a.*

General Description:

An IT Technician or IT Support Technician maintains the computer network systems of an organization. Their duties including troubleshooting and diagnosing computer hardware and software issues, setting up computer networks and assisting employees and customers with IT-related problems. IT Technician is responsible with supporting the system through remote access or site visits as needed by management teams within the Department.

Key Duties and Responsibilities:

➢ Setting up workstations with computers and necessary peripheral devices.
➢ Checking computer hardware to ensure functionality.
➢ Installing and configuring appropriate software and functions according to specifications.
➢ Troubleshooting hardware and software issues.
➢ Ensuring electrical safety standards are met.
➢ Repairing or replacing damaged hardware.
➢ Upgrading the entire system to enable compatible software on all computers.
➢ Establishing good relationships with all the divisions and colleagues.
➢ Performing tests and evaluations of new software and hardware.
➢ Providing support to users and being the first point to contact for error reporting.
➢ Conducting daily backup operations.
➢ Managing technical documentation.
➢ Perform other job-related duties as assigned.

Knowledge, Skills, and Ability:

➢ Ability to have logical and methodical approach to work.
➢ Ability to work in high pressure situations.

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: hr@americansamoa.gov / Fax: (684) 633-1139
"Commitment to Service and Integrity"

- ➤ Ability to have a strong understanding of how hardware, software and operating system work.
- ➤ Excellent communication skills.
- ➤ Ability to listen, diagnose and fix issues.
- ➤ Excellent problem-solving skills.
- ➤ Ability to have an excellent attention to detail.
- ➤ Ability to work effectively either alone or as part of a team.
- ➤ Ability to keep up to date with changes in technology.

Academic and Experience Requirements:
- ➤ Applicant must have an associate degree from an accredited college or university OR High School diploma 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 Saau-Umi
Acting Director, Department of Human Resources

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: hr@americansamoa.gov / Fax: (684) 633-1139
"Commitment to Service and Integrity"