Honorable Lemanu P.S. Mauga
Governor

Honorable La'apui Talauega E. V. Ale
Lieutenant Governor

Max Tuitele
DHR Acting Director

Falo Johansson
Deputy Director

Lucille Thompson Leota
Acting Deputy Director

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

JOB ANNOUNCEMENT

Job Title: **Computer Tech I**	**Posting Date:** **August 19, 2024**	**Serial No.:** **107-24**
Department/Division: **Department of Public Works**	**Closing Date:** **August 23, 2024**	**Announcement No.:** **107-24**
Type of Position: **Permanent Appointment**	**Posting Type:** **Employment Opportunity/ Open to the Public**	**Pay Grade and Salary Range:** **GS-11/$17,069 - $42,419p.a.**

General Description:

The Computer Tech I is responsible for monitoring, maintaining and upgrading the computer systems and networks. Their day-to-day responsibilities will include installing and configuring computer systems, diagnosing hardware and software faults and solving technical and application problems. The Technician will oversee the smooth running of the computer systems and programs whilst ensuring users get maximum benefits from them.

Key Duties and Responsibilities:

➢ Installing and configuring computer hardware, operating systems and applications.
➢ Conducting electrical safety checks on computer equipment.
➢ Monitoring and proactively maintaining computers systems and networks.
➢ Replacing parts as required.
➢ Troubleshooting systems ad network problems and diagnosing and solving hardware or software faults.
➢ Responding within agreed time limits to trouble-call.
➢ Working continuously on a task until completion.
➢ Talking to staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
➢ Rapidly establishing a good working relationship with staff, customers and other professionals, such as software developers/vendors.
➢ Setting up new users accounts and profiles and dealing with password issues.
➢ Providing support, including procedural documentation and relevant reports.
➢ Following diagrams and written instructions to repair a fault or set up a system.
➢ Testing and evaluating new technology.
➢ Maintaining documentation and hardware/software registers.

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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
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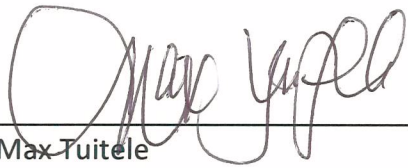
Knowledge, Skills, and Ability:
- ➢ Ability to think logically; Good memory of how software and operating systems Work.
- ➢ Excellent listening and questioning skills, combined with the ability to interact confidently with staff to establish what the problem is and explain the solution.
- ➢ Ability to work well in a team.
- ➢ Problem solving skills.
- ➢ Strong customer focus.
- ➢ Ability to priorities your workload.
- ➢ Attention to detail.
- ➢ Genuine interests in Information Technology.

Academic and Experience Requirements:
- ➢ Applicant must have a bachelor's degree in a related field from an accredited college or university plus three (3) years of work experience.
- ➢ Undertake a Traineeship in information Technology.
- ➢ Years of progressively responsible working experience may be substituted for a portion of the academic requirement.
- ➢ Salary may 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,

Max Tuitele
Acting Director, Department of Human Resources

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