SAMOA WATER AUTHORITY

Position Description

Position Title:	CIT Engineer / Team Leader
Salary Grade/Range:	Grade 8 ($68,062 - $73,839 p.a)
Responsible to:	Manager Communications & Information Technology
Section:	Systems & Networks, SCADA & GIS
Division:	Communications & Information Technology

Position Overview

The CIT Engineer / Team Leader will lead the design, development and implementation of IT systems, applications, and services of the Authority. They will also be responsible for overseeing the installation, monitoring and maintenance of the Authority's Communication and Information Technology Network and associated hardware and software.

The successful candidate will contribute to the improvement of the performance of the IT function through system and network administration, and integration which involves; project planning, feasibility tests, systems/network analysis, business requirements definitions, systems design and development, integration, and maintenance. They will have an excellent ability to solve problems using their in-depth understanding of information systems and computing solutions.
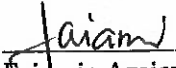
Duties & Responsibilities

1. Responsible for initiating and managing CIT-related procurement processes including the request for proposals, statements of work, project charts, project milestones and deliverables
2. Serve as the contract administrator for related projects to ensure qualitative and quantitative results
3. Participate as a member of selection committees and interact with vendors and consultants on an ongoing basis
4. Conceptualises, details and implements all phases of CIT system upgrades
5. Develops and implements standard procedures and naming conventions
6. Monitor, troubleshoot and maintain networks, on-premises, virtual and cloud environments
7. Configure, upgrade, and install new hardware and software to meet corporate objectives
8. Implement security protocols and procedures to prevent potential threats
9. Oversee digital security, creating user accounts and performing access control
10. Perform diagnostic tests and debugging procedures to optimise computer systems
11. Perform disaster recovery operations, data backups and archiving
12. Design and implement efficient end-user feedback and error reporting systems
13. Develop and document any processes which users need to follow to successfully work within the Authority's computing system/network and business-specific applications

14. Logging, tracking, and following up issues/faults from creation to resolution in a timely manner
15. Track trends and analyse system inputs to monitor operational efficiency and effectiveness
16. Review training, user, technical and process documentation including maintaining CIT Knowledge Base
17. Supervising, training, and mentoring junior support staff, as well as providing second level IT Systems and Network support
18. Assist with budget preparation and monitoring to ensure budgetary adherence on a routine basis
19. When assigned a specific business system to manage and be responsible for, to serve as the Primary Systems Administrator for its users, ensure optimal operational efficiency and effectiveness, assure continuous system functionality, and total system effectiveness, and provide technical support and training for end users
20. Research and prepare technical and administrative reports; prepare written correspondence
21. Keeping up to date with advancements and best practices in IT Systems and Network Administration
22. Any other Office related duties and activities within the scope of technology as required from time to time

Position Requirements

(i)   Minimum qualification of a Bachelor's degree in Computer Science, Information Systems, Information Technology, or any related field of study (Essential)

(ii)   At least 5 years demonstrated working experience in a systems and network administration role (Essential)

(iii)   Microsoft, CompTIA, CISCO Certification or similar (Essential)

(iv)   Working administrative knowledge and experience in managing Microsoft 365 and hybrid environments (on-premises, virtual & cloud technologies), identity protection, information protection, threat protection, security management and data governance (Essential)

(v)   Experience with local area network, wide area network and firewall administration (Essential)

(vi)   Ability to implement, administer and troubleshoot network infrastructure devices (Essential)

(vii)   Ability to quickly learn technologies and products using documentation and internet resources (Essential)

(viii) Sound knowledge on SQL and database operations (Essential)

(ix)   Excellent knowledge of HTML/CSS/JavaScript/ReactJS/Python/API and web development (Essential)

(x)   Excellent planning, organisational, financial and time management skills (Essential)

(xi)   Exceptional critical thinking, research, analytical and problem-solving skills (Essential)

(xii)   Excellent interpersonal, communication and collaboration skills (Essential)

(xiii) Demonstrate patient and professional demeanour with a can-do attitude (Essential)

(xiv)   Availability outside of working hours to resolve emergency issues promptly (Essential)

(xv)   Valid Driver's License (Desirable)

All signatures to be completed prior to filing		
	Name/Signature	Date
Prepared by	Saveatama John J. Mauli Manager Communications & Information Technology	23/9/24
Review by	Faiamio Agaiava Team Leader HR	23/09/2024
Verified by	Ruby Sheck Manager Corporate Management	23/09/2024.
Approved by	Fuimaono Dominic Schwalger Managing Director	24/9/24.