

## SAMOA WATER AUTHORITY

### Position Description

<b>Position Title:</b>	CIT Support Technician
<b>Salary Grade/Range:</b>	Grade 4 (\$21,241- \$28,466) per annum max.
<b>Responsible to:</b>	Manager Communications & Information Technology Supervised by respective Section Team Leader
<b>Section:</b>	Systems & Networks, SCADA, GIS
<b>Division:</b>	Communications & Information Technology

#### Position Overview

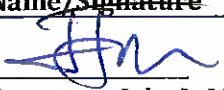
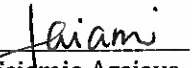
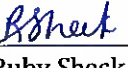

Seeking a skilled tech-savvy Support Technician to join our growing organisation. You will provide technical support to the Authority by managing, maintaining, and troubleshooting its evolving IT systems and networks. Responsibilities include diagnosing and resolving technical issues, installing, configuring, troubleshooting, and maintaining computer hardware/software & networks. Being the primary point of contact for IT users, systems, and network support within the Authority, you will have good interpersonal skills, with an affinity for excellent customer service.

#### Duties & Responsibilities

1. Configure, update, troubleshoot and support end user devices/hardware/peripherals
2. Configure, update, troubleshoot and support Microsoft 365 web apps/desktop applications and Authority specific business applications software
3. Monitor, troubleshoot and support on-premises, virtual, Cloud environments
4. Monitor, troubleshoot and support Telephony, Communications & Networking Hardware/Software within the SWA WAN/LAN
5. Responding to user queries on the phone, email, messaging, in person or through remote access
6. Diagnose user problems and engaging through the process of resolving technical issues
7. Logging, tracking, and following up issues/faults from creation to resolution in a timely manner
8. Create, document, maintain and update CIT Knowledge Base on common user support procedures, training manuals, systems processes, and systems/network technical documentation
9. Run reports and analysing common complaints and problems
10. Monitoring hardware, software, network, and system performance metrics
11. Performing diagnostic tests and conduct backup operations
12. Providing remote support when necessary
13. Assist and carry out any Office related tasks assigned by the Supervisor and/or CIT Manager

**Position Requirements**

1. Minimum qualification of a Certificate in Computer Science, Information Systems, Information Technology, or any related field of study (Essential) OR
2. A diploma or bachelor's degree in Computer Science, Information Systems, Information Technology, or any related field of study would be advantageous (Desirable)
3. Certification in Microsoft 365, Azure 365, CompTIA, VMware, Fortinet, WatchGuard, Cisco or similar would be advantageous (Desirable)
4. Demonstrate experiences, familiarity, skills and knowledge on / with:
  - systems and network support role (Essential)
  - computer hardware/software troubleshooting skills (Essential)
  - Microsoft Technologies, Virtualization/ Cloud technologies, windows/Linux Operating systems in a small-to-medium enterprise environment (Desirable)
  - WAN/LAN, TCP/IP Networking, SD-WAN, Cybersecurity & Identity/Data Security and Threat Management (Desirable)
  - Communications, Telephony/PABX & Telephony systems (Desirable)
  - SQL and database operations (Desirable)
  - HTML/CSS/JavaScript and web development technologies (Desirable)
5. Good communication, written, verbal and documentation skills (Essential)
6. Reasonable planning, organisational and time management skills (Essential)
7. Reasonable interpersonal and collaboration skills (Essential)
8. Demonstrate patient and professional demeanour, with a can-do attitude (Essential)
9. Ability to work with a team, take direction from supervisors, keep required work schedules, focus attention on details and follow work rules (Essential)
10. Availability outside of working hours to resolve emergency issues promptly (Essential)

All signatures to be completed prior to filing		
	Name/Signature	Date
Prepared by	 Saveatama John J. Mauli Manager Communications & Information Technology	22/9/24
Review by	 Faiamio Agaiava Team Leader HR	28/09/2024
Verified by	 Ruby Sheck Manager Corporate Management	23/09/2024
Approved by	 Fuimaono Dominic Schwager Managing Director	29/9/24

