### JOB ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Posting Date:</th>
<th>Serial No.:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT MANAGER</td>
<td>July 24, 2024</td>
<td>090-24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department/Division:</th>
<th>Closing Date:</th>
<th>Announcement No.:</th>
</tr>
</thead>
<tbody>
<tr>
<td>GO/Office Of Disaster Assistance and Petroleum Management</td>
<td>July 31, 2024</td>
<td>090-24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Position:</th>
<th>Posting Type:</th>
<th>Pay Grade and Salary Range:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Appointment</td>
<td>Employment Opportunity/ Open to the Public</td>
<td>GS-14/$19,567 - $55,057p.a.</td>
</tr>
</tbody>
</table>

**General Description:**

Oversee efficient working of all IT personnel and maintain knowledge of all job functions and administer all business requirements and ensure achievement of all business objectives and evaluate all IT systems. Determine and implement various IT procedures and assist to integrate various processes into new and existing systems and prepare all user specifications and perform tests on all applications according to technical specifications. Provide support to all software engineering processes and assist to code all programs and designing short and long-term objectives for all applications and coordinate with departments to analyze all requirements and provide efficient support to all end users. Administer project list and prioritize all work and determine an effective departmental budget and maintain and recommend improvements to all manufacturing systems and ensure the profitability of all processes.

**Key Duties and Responsibilities:**

- Collaborate with department personnel and design innovative solutions for all IT issues and maintain all hardware and software for processes according to security requirements and maintain logs of all issues and assist to resolve all efficiently.

- Organize and conduct all staff meetings for project reviews and supervise all IT operation systems and services and analyze all customer requirements and develop solutions for the same.

- Designing and planning the network.

- Setting up the network.

- Analyze and isolate issues.

---

*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"*
- Maintaining the network. Expanding the network. Adding new host machines to the network. Administering network security. Administering network services, such as NFS/SM services, name services, and electronic mail. Troubleshooting network problems. Setting up a new network and connecting it to the existing network using a machine functioning as a router, thus creating the internetwork.

- Configuring machines in users' homes or in remote office sites and enabling these machines to connect over telephone lines to your network.

- Connecting your network to the Internet, thus enabling users on your network to retrieve information from other systems throughout the world. Configuring UUCP communications, enabling users to exchange files and electronic mail with remote machines.

- Install and support LANs, WANs, network segments, Internet, and intranet systems.

- Install and maintain network hardware and software.

- Monitor networks to ensure security and availability to specific users.

- Evaluate and modify the system's performance.

- Identify user needs.

- Determine network and system requirements.

- Maintain the integrity of the network, server deployment, and security. Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.

- Design and deploy networks. Perform network address assignment.

- Assign routing protocols and routing table configuration.

- Assign configuration of authentication and authorization of directory services.

- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.

- Maintain network servers such as file servers, VPN gateways, and intrusion detection systems.

- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
Knowledge, Skills and Ability:

- Installing and configuring hardware and software components to ensure usability.
- 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.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations of new software and hardware.
- Providing support to users and being the first point of contact for error reporting.
- Establishing good relationships with all departments and colleagues.
- Conducting daily backup operations.
- Managing technical documentation.
- Serving as the first point of contact for IT support within the organization.
- Installing, configuring, and maintaining software and hardware components of computer and network systems.
- Diagnosing and troubleshooting software and hardware issues. Repairing and replacing damaged computer and network components. Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software.
- Supporting people whenever they encounter challenges with computers and network devices.
- Maintaining and updating technical documentation regularly.
- Testing new hardware and software before full-scale installation.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.

This is an Equal Employment Opportunity Employer
Providing technical support across the company (this may be in person or over the phone). Setting up accounts for new users. Repairing and replacing equipment as necessary. Testing new technology. Possibly training junior staff. Identifying hardware and software solutions. Troubleshooting technical issues. Diagnosing and repairing faults. Resolving network issues. Installing and configuring hardware and software.

Speaking to customers to quickly get to the root of their problem. Providing timely and accurate customer feedback. Talking customers through a series of actions to resolve a problem. Following up with clients to ensure the problem is resolved.

Replacing or repairing the necessary parts.

Supporting the roll-out of new applications. Providing support in the form of procedural documentation.

Managing multiple cases at one time.

Testing and evaluating new technologies.

Conducting electrical safety checks on equipment.

**Academic and Experience Requirements:**

- Applicant must have Master’s Degree from an accredited college or university plus three (3) years of work related experience OR Bachelor Degree from an accredited college or university plus five (5) years of work related experience, three (3) years of supervisory capacity.

- Years of progressively responsible working experience may be substituted for 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,

Max Tuitelē
Acting Director, Department of Human Resources