

Honorable Pulaali'i Nikolao Pula
Governor

Honorable Pulumata'ala Ae Ae Jr.
Lieutenant Governor

Titiaoalii Dr. Asenati Ietitaia Saau-Umi
DHR 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: <i>Information Technology Technician II</i>	Posting Date: <i>January 15, 2026</i>	Serial No.: <i>04-26</i>
Department / Division: <i>Health</i>	Closing Date: <i>January 22, 2026</i>	Announcement No.: <i>04-26</i>
Type of Position: <i>Temporary Appointment</i>	Posting Type: <i>Employment Opportunity / Open to the Public</i>	Pay Grade and Salary Range: <i>GS-11 / \$17,069 – \$42,419 p.a.</i>

General Description:

The IT Technician II supports implementation, maintenance, and optimization of public health information systems. This role involves troubleshooting technical issues, ensuring system security, and providing training and support to end-users. The ITT II works closely with public health professionals to enhance the efficiency and effectiveness of health services through technology.

Key Duties and Responsibilities:

- Perform routine maintenance and updates on public health information systems.
- Troubleshoot and resolve technical issues related to hardware, software, and network connectivity.
- Monitor system performance and ensure optimal operation.
- Provide technical support to public health staff and other end-users.
- Conduct training sessions to educate users on system functionalities and best practices.
- Develop user manuals and documentation for system use.
- Assist in the management and integration of health data from various sources.
- Ensure data accuracy, integrity, and security.
- Support data analysis and report activities.
- Assist in the deployment of new public health information systems and applications.
- Collaborate with vendors and IT teams to ensure successful system implementation.

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Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799
Ph: (684) 699-4481 / Email: info@hr.as.gov

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- Participate in system testing and validation process. Implement and maintain security protocols to protect sensitive health information.
- Ensure compliance with relevant regulations and standards (e.g. HIPPA).
- Conduct regular security audits and risk assessments.
- Provides guidance, leadership, or training to other employees.
- Responsible for supervising non-exempt, clerical, or office administrative personnel.
- Responsible for supervising exempt, professional, or technical employees.
- Responsible for supervising supervisory / managerial employees.
- Perform other duties as assigned.

Knowledge, Skills, and Ability:

- Proficiency in troubleshooting hardware and software issues.
- Strong understanding of network systems and protocols.
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team.
- Knowledge of data management and security practices.
- 2-4 years of experience in IT support, preferably in a healthcare or public health setting.
- Experience with public health information systems and electronic health records (EHR) is a plus.

Academic and Experience Requirements:

- Applicant must have a bachelor degree from an accredited university or college 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 **699-4481/633-4000**.

Fa'afetai tele,



Titiaoalii Dr. Asenati Letitaia Sa'au-Umi
Director, Department of Human Resources

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