

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**

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

**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.

***This is an Equal Employment Opportunity Employer***

Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799

Ph: (684) 699-4481/ Email: [info@hr.as.gov](mailto: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 Ietitaia Sa'au-Umi  
Director, Department of Human Resources

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