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Governor

Talauega E. Ale
Lieutenant Governor

Lynn Pulou-Alaimalo
Director, Human Resources

Max Tuitele
Deputy Director
Personnel/Administration

Steve Lefiti
Deputy Director
WIOA

AMERICAN SAMOA GOVERNMENT
DEPARTMENT OF HUMAN RESOURCES
PAGO PAGO, AMERICAN SAMOA 96799

JOB ANNOUNCEMENT

Job Title:		Posting Date:	Serial No.:
Computer Technician I		**November 04, 2022**	**316-22**
Department/Division:		Closing Date:	Announcement No.:
Education/ ERATE		**November 28, 2022**	**146-22**
Type of Position: **Permanent Appointment**	Posting Type: **Employment Opportunity/ Open to the Public**	Pay Grade and Salary Range: **GS-11/$17,069 - $42,419p.a.**	

General Description:

The Computer Technician I is responsible for providing entry to middle-level technical expertise and user support necessary for the daily operation and maintenance of computers and periphery equipment, including support for server, networks and database; performs other key tasks such as installation, diagnosis, maintenance of both hardware and software; assistance with programming; assisting with the training of staff; planning, designing and implementation of the computer and IT network; stays abreast with the latest development in IT technologist as well as computer software products.

Key Duties and Responsibilities:

➤ Assure the effective day-to-day operation and maintenance of individual computers as well as networks by providing technical and user support as needed
➤ Install, move and maintain system hardware, including computers, printers, monitors, cabling, peripheral and communication equipment
➤ Install, maintain and modify system software and files as needed. Maintain system security and integrity with network software and regular system file backups
➤ Answer basic questions and concerns regarding equipment and software; investigate and troubleshot problems experienced by system users
➤ Assist in the training of staff in the use of hardware and software. Assist with designing training programs
➤ Assist with installing, configuring and maintaining terminal emulation hardware and software, which enable personal computers and networks to communicate with computers and other equipment
➤ Assist in maintaining configuration descriptions that enable computers to communicate with the Department networks and database
➤ Assistant with installing, moving and maintaining network equipment including servers, routers, hubs and workstations
➤ All other duties and responsibilities as assigned

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Knowledge, Skills and Ability:

- Ability to understand operational procedures and system for software's its relationship to the overall computing hardware
- Computing hardware and peripheral equipment such as data communication devices, magnetic tapes, disks, drums and related equipment
- Distinguish between failures caused by hardware and or software, or with the application program bring processed
- Comprehend all technical materials relating to the software environment
- Communicate effectively with staff members both verbally and in writing
- Accesses sensitive information required to perform tasks, requiring the ability to maintain confidentiality
- Establish and maintain effective working relationships with co-workers, staff, vendors, other departments and members of the public
- Work independently or cooperatively as a team member

Academic and Experience Requirements:

- Applicant must have a Bachelor's degree in related field from an accredited college plus 3 years of work related experience.
- 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,

Lynn Pulou-Alaimalo
Director, Department of Human Resources

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