Samoa Police, Prisons & Corrections Services

Duty Statement and Performance Assessment

Position / Title	:	ICT Support Technician
Section	:	Information & Communication Technology
Portfolio	:	Commissioner's Portfolio
Location	:	Police Headquarters
Salary Grade	:	P051/P054 $27,559.00 - $30,063.00
Reports to the	:	ACEO ICT

Primary Purpose of Role:

The ICT Support Technician monitors and maintains the Ministry's computer systems and networks. This role involves providing first-line technical support, troubleshooting issues, and managing hardware and software installations. The officer also enforces ICT standards, ensures data security, and supports the ICT Helpdesk, serving as the main contact for all ICT-related inquiries.

Duties:

1. Act as the first point of contact for error reporting and user support.

2. Provide technical support via phone or face-to-face assistance.

3. Install and configure hardware, applications, printers, scanners, photocopiers, CCTV cameras, and other devices.

4. Set up user accounts, permissions, and profiles for network resources.

5. Diagnose and resolve system, network, hardware, and software issues.

6. Monitor and document all helpdesk requests, escalating issues to external support when necessary.

7. Conduct regular maintenance and perform tests on new hardware and software.

8. Enforce ICT standards and policies among all users.

9. Update and standardize IT equipment to maintain security and operational efficiency.

10. Provide non-technical training to staff for resolving common issues.

11. Report on system health status, offering recommendations to improve the Ministry's ICT assets.

12. Conduct safety checks on computer equipment.

13. Perform other duties as directed by the ACEO ICT or Supervisors.

Selection Criteria:

1. **Skills and Abilities**
    - Strong problem-solving, analytical, and critical thinking abilities.
    - Excellent interpersonal and communication skills, with an ability to simplify technical information.

2. **Personal Attributes**
    - Innovative, reliable, and able to work independently.
    - Flexible, with a readiness to work after hours if required.
    - Effective team player others

3. **Experience and Past Work Performance**
    - Minimum of 2 years of experience in IT infrastructure support.
    - Proficient with personal computers, Microsoft applications, Windows 10 & 11, Windows Server 2008R2-2019, and Group Policy management.
    - Skilled in troubleshooting, CCTV systems, and access permission controls for shared resources.

4. **Qualification**
    - Diploma in Computer Science, Information Technology, or a related field.
    - Completion of CCNA modules 1-4 is preferred.