



## TTC JOB DESCRIPTION

<b>Position Title:</b>	<b>IT Support Network Technician</b>	
<b>Level and Salary:</b>	<b>Level 8/7</b>	<b>\$13,000 to \$17,500</b>
<b>Department:</b>	<b>Department of Information Technology</b>	
<b>Location:</b>	<b>Niutao &amp; Nanumea</b>	
<b>Report to:</b>	<b>IT Access Network Administrator</b>	

### JOB PURPOSE

The purpose of the IT Support Network Technician role stationed at their perspective Island is to ensure the smooth operation and reliable functioning of the IT infrastructure and systems on the island. This position plays a vital role in providing technical support, troubleshooting, and maintenance services for all IT-related equipment and services used by customers.

### KEY RESPONSIBILITIES

- **Network Troubleshooting:** Assist in identifying and resolving basic IT network issues at the remote site, such as network connectivity problems or basic configuration errors.
- **Network Equipment Maintenance:** Support the maintenance of network equipment, ensuring they are clean, properly connected, and functioning correctly.
- **Network Monitoring:** Help monitor the performance and stability of the IT network, reporting any noticeable disruptions or abnormalities.
- **User Support:** Provide basic technical support to all 4G and Wifi customers regarding connectivity and basic troubleshooting.
- **Collaboration:** Collaborate with the Station Technician and the Funafuti team members to address network-related tasks and assist with resolving issues.
- **Compliance and Security:** Adhere to basic IT policies and security guidelines to maintain network integrity and protect sensitive information.

### MAIN DUTIES AND OUTCOMES

- Troubleshoot basic IT network issues at the remote site and ensure timely resolution.
- Perform basic maintenance tasks on network equipment and assist with installations.
- Monitor network performance, report disruptions, and identify areas for improvement.



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- Provide basic technical support to all customers for network connectivity.
- Collaborate with the Station Technician and the Funafuti team to address network-related tasks.
- Share basic network insights and best practices with remote site personnel.
- Repair and maintain computer hardware and software.

## **MANDATORY REQUIREMENTS**

- From the Island of Nanumea and currently residing on the island.
- Minimum qualification of a Diploma in IT or related field.
- Basic understanding of computer hardware and software.
- Basic understanding of IT networks, including network protocols and troubleshooting.
- Familiarity with network equipment, such as routers, switches, and access points.
- Strong problem-solving skills for addressing basic network issues.
- Effective communication skills for providing user support and collaboration.
- Ability to work independently and as part of a team.
- Adherence to IT policies and security guidelines.
- Continuous learning and keeping updated with industry practices.
- Basic understanding on the operation of any IOS and Android mobile devices.

## **DESIRABLE REQUIREMENTS**

- Bachelor's degree in IT or a related field.
- Additional certifications related to networking (e.g., CCNA).
- Experience in supporting IT networks in remote or field environments.
- Knowledge of wireless technologies and mobile networks.
- Familiarity with network monitoring tools and software.
- Understanding of network security principles and best practices.
- Project management skills for executing network-related projects.
- Ability to provide training and guidance to non-technical users.
- Ability to repair computers both desktop and laptop.
- Strong analytical skills for network performance optimization.
- Good oral and written communication skills. (English and Tuvaluan)
- Sound time management skills.
- At least two years working experience in a similar position.