



**American Samoa Community College**  
*Management Information System's Office*  
**EMPLOYMENT OPPORTUNITY**

**Position Title:** Management Information System (MIS) Technician II  
**Employment Status:** Full-Time/12-Month (Career Service)

**General Description:**

The MIS Technician II (Tech II) reports directly to the Helpdesk Supervisor. The Tech II performs routine work in implementation and maintenance of software and hardware on a local area network (LAN). Work involves technology equipment installation, troubleshooting and maintenance. Responsibilities also include conducting employee training and orientation, and performing more complex troubleshooting.

**Job Duties and Responsibilities:**

***Technical***

- Provide day-to-day systems and operations support for ASCC user hardware and software as defined by MIS
- Perform troubleshooting duties that involve deeper understanding of technology systems, such as opening up equipment for hardware, changing registry values for software, and assisting Helpdesk Supervisor with more complex technical issues
- Provide software and hardware installation, configuration, and maintenance for supported hardware and software as defined by MIS
- Assist in installing, troubleshooting and maintaining multimedia/network equipment
- Maintain current technical knowledge of industry developments
- Assist Helpdesk Supervisor in training activities for MIS Technician I

***Reporting***

- Report, update, and complete work orders through the MIS approved process. Responsible for checking the work order ticketing system for assigned work orders, and inputting updates for the work performed for the work order, entering resolution for the problem reported and completing the work order within the ticketing system
- Provide reports on the status of priority assignments as required by Helpdesk Supervisor
- Perform other duties as assigned by the Helpdesk Supervisor

**Minimum Qualifications:**

- Associate's degree in related field
- Two years experience in direct field
- Six years experience without Associate's degree; may include work experience, or work toward a college degree and/or certification

**Salary:** GS-13/02-04: \$16,780.00 - \$18,340.00 per annum

**Application Deadline: January 11, 2022 no later than 4:00pm**

**AMERICAN SAMOA COMMUNITY COLLEGE**  
P.O. Box 2609, Pago Pago, American Samoa 96799  
(684) 699-9155 • (684) 699-8606 (fax)

Applications are available from American Samoa Community College, Human Resources Office  
699-9155 Ext. 460/466/460/456/474, <http://www.amsamoa.edu/employmentopportunities.html> or by  
emailing [ascchumanresources@amsamoa.edu](mailto:ascchumanresources@amsamoa.edu).

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