



**American Samoa Community College  
Management Information System  
EMPLOYMENT OPPORTUNITY**

**Position Title:** Helpdesk Supervisor  
**Employment Status:** Full Time/12 months (Career Service)

**General Description:**

The Helpdesk Supervisor reports directly to Chief Information Officer (CIO); he/she supervises helpdesk Department that performs routine work in implementation and maintenance of software and hardware for Students, Staff and Faculty. Responsibilities also include supervising MIS Technicians, report preparations, providing customer service, and performing hardware and software repairs that are outside the scope of MIS Technician.

**Responsibilities and Duties:**

- Manage Support Ticket software for Helpdesk personnel, organize and assigning work orders to Helpdesk technicians, taking over work orders if they are not available.
- Inventory all ASCC computers, Inventory installed software, and maintain software installation approvals. Maintain updates for approved software on the domain.
- Troubleshoot and support Apple Mac desktops, laptops and approved Apple devices.
- Provide end user support pertaining to all ASCC resources. Train end users on equipment and best practices.
- Provide training, guidance and supervision for Helpdesk Technicians.
- Coordinate work with other department managers for availability, work status, work performed.
- Contact PC vendors and partners to coordinate parts purchasing and project follow ups.
- Create reports and update documentation for policies, procedures, and end user guidelines.
- Manage users, software, computers via Windows Domain (GPO)
- Perform other duties assigned by the CIO.

**Minimum Qualifications:**

- Bachelor of Arts/Science degree in technology related field from an accredited community or technical college or university, or equivalent combination of relevant education and experience.
- At least two (2) years of experience; six (6) years relevant experience without BA degree (relevant may include work experience, as well as time spent towards a college degree and/or certification in the Computer Science field).

**Salary:** \$25,027.00 per annum

**Application Deadline:** January 12, 2018 no later than 4:00 pm.

Applications are available from American Samoa Community College, Human Resources Office at 699-9155 Ext. 401/441/428 or email [ascchumanresources@amsamoa.edu](mailto:ascchumanresources@amsamoa.edu), Lipena Samuelu at [l.samuelu@amsamoa.edu](mailto:l.samuelu@amsamoa.edu) or Silaulelei Saofaigaalii at [s.saofaigaalii@amsamoa.edu](mailto:s.saofaigaalii@amsamoa.edu).

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