



American Samoa Community College
Management Information Systems Division
IN-HOUSE EMPLOYMENT OPPORTUNITY

Position Title: MIS Technician I
Employment Status: Full Time 12 months (Career Service)

General Description:

The MIS Technician I reports directly to the Helpdesk Supervisor. The Tech I performs routine work in implementation and maintenance of hardware and software on a local area network (LAN). Work involves technology equipment installation, troubleshooting and maintenance.

Responsibilities and Duties:

Technical

- Provide day-to-day systems and operations support for ASCC user hardware and software as defined by MIS
- Provide 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

Reporting

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

Minimum Qualifications:

- Associate's degree
- Three years of direct experience
- Four years of direct experience without degree, relevant experience may include work experience or work toward college degree and/or certifications
- Computer skills in data entry into ticketing software
- Troubleshooting skills
- Knowledge of how to operate Trackit Software

Salary Range: GS-10/01-05: \$20,477.00 - \$24,117.00 per annum

Application Deadline: June 29th, 2023 no later than 4:00pm

Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474, 699-2722 ext 3601/3602/3603/3604/3605/3606 or online at www.amsamoa.edu/employmentopportunities or by emailing ascchumanresources@amsamoa.edu.

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