VACANCY

Western and
Central Pacific
Fisheries
Commission

INFORMATION TECHNOLOGY OFFICER

Salary Range $25,465 - $42,636
+ Health Insurance, Life Insurance, and Retirement Plan

Closing Date: 5 December 2024

Are you a tech-savvy problem-solver with a drive for innovation? Join our team as an IT Officer, where you'll apply your technical expertise, passion for technology, and strong work ethic to support and enhance our IT infrastructure.

The Western and Central Pacific Fisheries Commission (Tuna Commission) is seeking applications from suitably experienced and qualified individuals for the post of Information Technology Officer (ITO) to be based at its headquarters at Kolonia, Pohnpei State, FSM.

The IT Officer (ITO) reports to the Information Communications and Technology (ICT) Manager and is responsible for providing daily technical support, maintaining, and implementing the Secretariat's corporate network, as well as managing hardware and software assets. The ITO plays a critical role in supporting the Commission's annual meetings and subsidiary bodies, ensuring seamless IT operations during these events. The ideal candidate thrives both independently and within a collaborative team, with a proactive, hands-on approach to solving technical challenges. In addition to strong technical expertise, the successful candidate should have excellent problem-solving skills, a keen attention to detail, and the ability to adapt to evolving technology requirements to ensure the continued effectiveness and efficiency of the IT infrastructure.

Applicants should possess the essential qualifications and experience, along with a proven track record of achievements that demonstrate their ability to successfully fulfill the responsibilities of the position as outlined in the Terms of Reference (TOR) which can be found at https://www.wcpfc.int/vacancies-opportunities.

Applications should include a cover letter, resume, and three references, and be submitted by the closing date to the Human Resources Officer, Ms. Natsuko Akinaga at Natsuko.Akinaga@wcpfc.int, or delivered in person to the Tuna Commission office.

For related information and queries, please call 320-1992/1993 or visit our website at www.wcpfc.int.

![Western and Central Pacific Fisheries Commission logo]

Western and Central Pacific Fisheries Commission

TERMS OF REFERENCE │ INFORMATION TECHNOLOGY OFFICER (ITO)

Professional Grade:	Level "Support"
Reports to:	ICT Manager (ICTM)
Grade:	3

KEY RESPONSIBILITIES: The Information Technology Officer is responsible for the day-to-day technical support of the Secretariat's corporate network, maintenance of the Secretariat's hardware and software assets, and ensuring seamless IT operations including through overseeing the Secretariat Helpdesk. The ITO plays a critical role in supporting the Commission's annual meetings, including its subsidiary bodies.

DUTIES:

1. Technical Support: Provide day-to-day IT support for all staff, addressing hardware, software, and network issues.

2. Network Management: Assist with the set up, maintenance, and troubleshooting of the organization's local area network (LAN), internet connectivity, and security settings.

3. Hardware and Software Maintenance: Install, update, and maintain both hardware (computers, printers, routers) and software (operating systems, productivity tools, and any specialized programs).

4. Security and Disaster Recovery:

   a. Implement data backup solutions to ensure that all essential data is securely stored and recoverable.

   b. Ensure data protection, monitor threats, and apply security updates to protect against cyber threats.

5. IT Training: Provide basic training to employees on the use of off-the-shelf software, devices, and IT security best practices to increase efficiency and reduce risks.

6. System Administration: Manage user accounts, permissions, and access rights, ensuring that each employee has the appropriate access to resources.

7. Vendor Management: Coordinate with external vendors for purchasing equipment, software licenses, and seeking support for specialized IT issues.

8. IT Strategy and Planning: Help plan the organization's IT growth, including assessing needs for hardware or software upgrades and budgeting for future IT requirements.

9. Website and Application Support: Provide first level support of the organization's website and any in-house applications, to ensure continuous and efficient operation.

10. Troubleshooting and Repairs: Diagnose and resolve IT problems that arise, whether they relate to connectivity, system crashes, or malfunctioning hardware.

11. Documentation: Maintain documentation of IT assets, network configurations, standard procedures, and troubleshooting guides to support ongoing IT operations.

12. Other duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Essential:

1. Minimum of an associate's degree in related field plus qualifications in computing, data communications or professional certifications.

2. Minimum two (2) years of work experience in windows server administration role.

3. Strong working knowledge of Audio-Visual equipment including the setup, maintenance, troubleshooting and support during meetings, both virtual and hybrid.

4. Work experience with the installation and support of Desktop office applications such as MS Office (Word, PowerPoint, Excel, and Outlook), Intranet and Internet technologies.

5. Work experience or knowledge and familiarity with Helpdesk operations and support.

6. Strong interpersonal and communication skills.

7. Demonstrated ability to work independently.

Desirable:

1. Knowledge and/or work experience and familiarity with WiFi networks and networking.
2. Knowledge and/or work experience with virtualization, with exposure to HyperV or VMware an advantage.
3. Administration of Microsoft server applications such as SQL Server, Sharepoint, and Exchange.