



## **IT OFFICER**

The Parties to the Nauru Agreement Office (PNAO) is seeking to hire an IT Officer to assist the PNAO with prompt and effective support in the area of Information Technology.

### **Responsibilities include:**

- Receiving and responding to IT related inquiries and requests for technical assistance.
- Troubleshooting and resolving reported software and hardware issues.
- Researching IT questions and issues using available information and resources.
- Dealing with help desk interactions.
- Providing support for the running and maintenance of the PNA Website and social media.
- Providing support for the running and maintenance of the PNAO Intranet.
- Providing support for the administration and maintenance of the PNAO help desk system and procedures.
- Identifying and escalating IT cases requiring urgent attention, including recurring problems.
- Assisting with systems administration and networking tasks.
- Preparing assistance requests and status reports as required.
- Assisting with upgrades on the existing information system.
- Providing support in developing and updating of training manuals for software and hardware.
- Assisting with training of staff on IT functions and software applications.
- Assisting with updating IT asset register.
- Assisting with installing and maintaining of IT equipment.
- Assisting with managing of PNAO IT subscriptions.
- Assisting with managing of ID cards.
- Assisting with other IT needs and activities as required.

### **Essential Requirements**

- Diploma or Associate Degree in IT or equivalent.
- Skills and knowledge in IT networking, server administration, and cloud computing.
- Relevant experience in private or public sector enterprises.
- Demonstrated focus on customer service, interpersonal skills, and ability to work in a culturally diverse work environment.
- A proven self-motivated team member with a track record of honesty and integrity.

- Exhibit competencies that include ability to:
  - Respect individual and cultural differences.
  - Utilize diversity to foster teamwork.
  - Adapt to change.
  - Organize own time effectively and follows work schedules.

The successful applicant will be offered a one-year contract with the possibility of an extension.

The position is open to anyone, but preference is given to PNA nationals residing in Marshall Islands.

**Apply now**

To apply, please submit a letter of interest to the CEO, a brief CV and 2 reference letters to [jobs@pnatuna.com](mailto:jobs@pnatuna.com). All applications must be submitted electronically. Manual applications will not be accepted. Closing date to submit applications will be Friday, June 23, 2023.