



## **Job Opportunity**

*We are looking for new talents!*

The Tonga Development Bank Team is looking for a dynamic and self-starting individuals to fill the following position;

The post of **Support Officer – Help Desk** is now available for applications. We will consider in-house and applications from public. Only shortlisted applications will be advised and arrange for an interview. In-house applicants, please submit your application letter (address to CEO) and send it through your Manager before it reaches Human Resource Division. For interested candidates, do let Manager Human Resource know should you require further details on the job.

### **1. Support Officer – Help Desk**

Post Title: Support Officer – Help Desk **(1 position)**. The position report directly to the Manager Infrastructure & Network but indirectly to the Senior Manager Information Technology.

### **Responsibilities and Duties**

The Primary Role of the Support Officer – Help Desk are:

- Providing of Technical Support to computer users, diagnose and resolve computer system needs.
- Help to trial and where possible resolve issues immediately or to log and escalate as appropriate
- Provide computer training to end users when required
- Good communication skills, both spoken and written. Able to produce a range of formal and informal documents and reports.
- Excellent interpersonal skills: ability to deal with different personalities and levels of understanding and to build good working relationships with staff at all levels and from a variety of professional disciplines.
- Able to make judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options
- Maintaining all existing computer hardware and software of the Bank
- Monitoring Complex Network & Communication Systems connectivity and performance
- Assist in performing System Administrator functions for AIX/MS WINDOWS/ULTRACS/MS EXCHANGE
- Assist in Build, Install, test, and registering of new hardware and software
- Provide assistance in system upgrades and replacement of old versions
- Assist in establish and control systems access and security
- Implement regular housekeeping procedures, including data & system backups
- Preparation of technical reports on hardware and software as well as on the operation of systems
- Is on call 24 hours and 7 days a week for system support to all Branches of the Bank
- Assist in taking part of the System Support Officer's responsibilities in his absence
- Rotational shift and on-call work may be required, particularly where computing equipment is in continual 24-hour operation.

### **Requirements**

- Requires a minimum qualification of Diploma in information technology and/or information system
- Knowledge and ability to troubleshoot Windows operating systems (Win10 – 2016 server)
- Knowledge and ability to troubleshoot Internet communication peripherals (modems, routers)
- Understanding of TCP/IP networks, security systems and MS Office Products
- Understanding of LAN, WAN communication and configurations and Web applications

- Good organizational skills with ability to prioritize and meet deadlines under pressure
- Ability to quickly grasp and understand new tasks and ideas
- Ability to work well as part of a team with positive attitude
- Possess a strong desire for self improvement and advancement
- Possess a strong and active interest in IT generally

Post is placed at **Salary Band 10** of the TDB Band Structure (**TOP 9,838 per annum – TOP \$14,758 per annum**).  
Entry level will be based on experience and qualification.

**Deadline for all applications will be Friday 25<sup>th</sup> August 2023, at 4pm.**