

Job Opportunity at Tonga Development Bank

Please be advised that 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 HR. For interested candidates, do let M-HR know should you require further details on the job.

Post Title: Support Officer – Help Desk (1 position). The position reports 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 8,944 per annum – TOP \$13,416 per annum**). Entry level will base on experience and qualification.

Procedure

- The TDB Employment Application form is available at the Head Office, Nuku'alofa OR apply through the Bank's website www.tdb.to
- Applications be addressed to: Chief Executive Officer, Tonga Development Bank, Fatafehi Road, Nuku'alofa

Deadline for all applications will be **August 20th 2021, by 4pm.**