



## JOB OPPORTUNITIES – TONGA DEVELOPMENT BANK

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

### **1. IT System Support Officer**

Post Title: IT System Support Officer (**1 position**). The position reports to the Manager Infrastructure and Network, Head Office, Nuku'alofa.

#### **Responsibilities and Duties**

The IT System Support Officer is primarily accountable for:

- Smooth and ongoing functions of the Banks security systems – cameras and hold up buttons
- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer security systems and networks;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- replacing parts as required;
- providing support, including procedural documentation and relevant reports;
- following diagrams and written instructions to repair a fault or set up a system;
- supporting the roll-out of new applications;
- setting up new users' accounts and profiles and dealing with password issues;
- responding within agreed time limits to call-outs;
- working continuously on a task until completion (or referral to third parties, if appropriate);
- rapidly establishing a good working relationship with customers and other professionals, e.g., software developers;
- conducting electrical safety checks on computer equipment.
- obtaining replacement or specialist components, fixtures or fittings
- managing stocks of equipment, consumables and other supplies.
- Maintaining all existing computer hardware and software of the Bank
- Monitoring Complex Network & Communication Systems connectivity and performance
- Assist in performing higher roles/functions for  
AIX/NETWORKS/ULTRACS/MAIL/INTRANET/WEB SITES

The post holder rotate with the system support officer on Shift and on-call where computing equipment is in continual 24-hour operation plus any jobs directed by Manager Infrastructure and Network.

#### **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 work well as part of a team with positive attitude

Post is placed at **Salary Band 9** of the TDB Band Structure (**TOP 14,775 per annum – TOP \$22,163 per annum**). Entry level will be based on experience and qualification.

**Deadline for all applications will be Friday 6<sup>th</sup> September 2024, at 4pm.**

#### **Procedure**

- You can collect and fill in TDB employment application form at the Head Office at Nuku'alofa and submit it with relevant references (as stated on the form) to the front desk at Head Office OR apply through our website [www.tdb.to](http://www.tdb.to).