American Samoa Community College
EMPLOYMENT OPPORTUNITY
Management Information System

Position Title: **Management Information System (MIS) Technician II**
Employment Status: Full Time / 12 Months – Career Service

General Description:

The MIS Technician II reports directly to the Helpdesk Supervisor. He/she performs routine work in implementation and maintenance of software and hardware on a local area network (LAN). Work involves technology equipment installation, troubleshooting and maintenance. Responsibilities also include documentation writing, end-user training, and orientation..

Responsibilities and Duties:

- Provide ASCC users with technology support and assist in documentation as defined by MIS and Helpdesk Department.
- Perform troubleshooting duties that involve deeper understanding of technology systems, such as opening up equipment for hardware, changing registry values for software, and assisting the Helpdesk Supervisor with more complex technical issues.
- Install, maintain, and document hardware and software needs.
- Document, update, and complete work orders through MIS approved process**es**.
- Assist in developing, implementing, and monitoring compliance of end-user related MIS policies.
- Maintain current technical knowledge of industry developments.
- Assist in supervising activities of Computer Technician I.
- Perform other duties assigned by the Helpdesk Supervisor or Information Officer.

Minimum Qualifications:

- AA/AS Degree in Computer Science. At least three (3) years of experience in computer-related profession.
- At least two (2) years of experience; two (2) years tech experience without AA/AS degree (tech experience may include work experience, as well as time spent in the field or working towards a college degree and/or certifications).
- Knowledge of how to use a ticket system, Microsoft Windows 7-Current; knowledge of Productivity Suites like Microsoft Office 2007-Present Professional (Word, Excel, PowerPoint, Access, Publisher, Outlook).
- Ability to recognize, analyze and resolve computer and network problems. Ability to lift 50lbs.

Salary:

Salary will commensurate with degree and experience.

Application Deadline: Open Until Filled

Applications are available from American Samoa Community College, Human Resources Office (699-9155 Ext. 401/428/441), or by emailing Silaulelei Saofaigaalii at s.saofaigaalii@amsamoa.edu; or ascchumanresources@amsamoa.edu

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