



American Samoa Community College
Agriculture Community & Natural Resources Division
EMPLOYMENT OPPORTUNITY

Position Title: ACNR IT Supervisor
Employment Status: Full Time 12 months (Career Service)

General Description:

Under the supervision of the ACNR Director, the ACNR IT Supervisor provides oversight, management, and technical support for all information technology infrastructure and functions that facilitate ACNR research, extension, and instructional programs, ensuring consistent, reliable operation of network, workstation, and multimedia hardware and software and adherence to ASCC ACNR computer and network use policy.

Responsibilities and Duties:

Administrative

- Advise program managers on software and hardware procurements. Set up new hardware and software for users
- Serve as point of contact with phone and internet service providers to resolve issues and manage upgrades/repairs, installs
- Keep abreast of local, national, and international developments in IT relevant to the ACNR systems and advise ACNR managers of new opportunities and threats as they arise
- Other tasks as assigned by supervisor

Technical

- Monitor the condition and currency of all workstation and server hardware and software and maintain/repair as necessary. Ensure software, including operating systems and security, is kept patched, secure, and up-to date. Advise managers well ahead of time of need to update/upgrade/replace hardware or software becoming obsolete
- Monitor and maintain local and off-site backup services, ensuring complete and accurate backups of all data
- Monitor condition of all printers, and service, clean, repair, and replace as necessary
- Regularly monitor for cybersecurity threats and keep staff informed and educated on basic cyber hygiene
- Maintain supply of computer and printer parts needed for routine repairs
- Maintain and continuously update documentation of network structure and configurations and network and computer hardware and software
- Monitor workstations and network to ensure compliance with ASCC and ACNR computer/internet use policies and work with supervisors and ACNR Director to communicate and enforce policies
- Monitor and maintain/repair network equipment as needed. Install, maintain, repair, replace cabling, patch panels, switches, wall boxes, plates/ports, etc. as needed
- Monitor internet uplink performance and liaise with ISP(s) as needed to ensure that connection speed and quality provided by the ISP meet contractual standards. Negotiate changes in ISP service agreements as needed to meet changing requirements of ACNR programs
- Maintain inventory of ACNR IT hardware and software
- Maintain positive communication and collaboration with ASCC MIS for mutual assistance and improvement of service to users

Planning

- Continuously seek and utilize professional development opportunities to enhance and update relevant skills
- Occasionally assist with IT related extension programming

- Provide technical advice to Instructional Program Director and Student Computer Lab Monitors on hardware and software and oversee management of the lab

Minimum Qualifications:

- High school diploma
- Detailed knowledge of MS Windows and Apple workstation and other device management, LAN and WAN management and security
- 3-5 years' experience in computer workstation and network hardware and software maintenance, troubleshooting, and repair. Medium sized local and wide area network management and security

Preferred Qualifications:

- Associate's degree or Bachelor's degree in computer science, data networking, information technology management or related field
- CompTIA A+, N+, MS Certified IT Professional certification or equivalent or higher
- Driver's license

Salary Range: GS-13/05-09: \$ 39,572.00 - \$ 43,732.00 per annum

Application Deadline: September 11, 2026 no later than 4:00pm

Applications are available from American Samoa Community College, Human Resources Office 699-9155 Ext. 456/466/460, <http://www.amsamoa.edu/employmentopportunities.html> or by emailing ascchumanresources@amsamoa.edu.

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