



American Samoa Community College
Management Information Systems Division
EMPLOYMENT OPPORTUNITY

Position Title: Network/Multimedia Technician II
Employment Status: Full Time 12 months (One Year Contract)

General Description:

The Network/Multimedia Technician II (NMTII) reports directly to the Network/Multimedia Supervisor. The NMTII performs routine work assisting in the implementation and maintenance of the local area network (LAN) and multimedia equipment. Duties include installation, testing, and monitoring of all hardware and software related to network and multimedia services. The NMTII is distinguished from NMTI because the person in this position performs training for NMTI on IT technical work and projects of limited scope and complexity. NMTII performs technical support on a more complex level than NMTI, and does preliminary checks on the work of NMTI.

Responsibilities and Duties:

Technical

- Provide day-to-day systems and operations support for the ASCC network, and network equipment, such as cabling and addressing connection issues;
- Provide day-to-day systems and operations support for Multimedia Equipment, such as printers, projectors, and security cameras;
- Assist with major hardware and software installation for multimedia and network projects;
- Assist in training and checking the work of Network/Multimedia Technician I

Planning

- Assist Network/Multimedia Supervisor with planning trainings and projects that involve all Network/Multimedia Technicians

Reporting

- Report, update, and complete work orders through the MIS approved process. Responsible for checking work order ticketing system for assigned work orders and inputting updates for the work performed, entering resolution for the problem reported, and completing the work order within the ticketing system. Responsible for checking resolutions entered by NMTI for accuracy;
- Provide reports on status of priority assignments as required by Network/Multimedia Supervisor
- Perform other duties assigned by the Network/Multimedia Supervisor, and/or Assistant Information Officer, and/or Chief Information Officer.

Minimum Qualifications:

- Associate's degree in Technology or related field with two (2) years of demonstrated work experience or
- A combination of work experience (including training) and education that includes credit towards a degree or certification equivalent to six (6) years
- Knowledge of operating IT Ticketing Software, Networking and Multimedia

Salary Range: GS-10/08-11: \$26,847.00 - \$29,577.00 per annum

AMERICAN SAMOACOMMUNITY COLLEGE
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Application Deadline: December 13th, 2023 no later than 4:00pm

Applications are available from the American Samoa Community College, Human Resources Office at 699-9155 Ext. 460/466/456/474, 699-2722 ext 3601/3602/3603/3604/3605/3606 or online at www.amsamoa.edu/employmentopportunities or by emailing ascchumanresources@amsamoa.edu.

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