



Job Description

IT Technical Support Officer

The National Communications Authority of Timor-Leste, formally Autoridade Nacional de Comunicações (ANC), is a statutory authority established by the Telecommunications Decree-law No. 15/2012 of 28 March 2012.

The ANC is seeking to employ an IT Technical Support Officer. The IT technical support officer will work under the guidance and direction of the Corporate Service (CS) Director to maintain the computer systems of the ANC to ensure that they run smoothly and to provide technical support to computer users.

A. Key Responsibilities

The work will normally involve:

- Installing and configuring computer hardware, software, systems, printers, scanners and other peripherals;
- Installing and maintaining the operation of computer networks;
- Planning and carrying out scheduled maintenance and upgrades;
- Responding to breakdowns including repairing equipment and replacing parts;
- Supporting computer users to identify the nature of problems and to find solutions;
- Maintaining an up-to-date website;
- Set up new users' accounts and profiles and deal with password issues;
- Undertake such other duties as may be requested.

B. Other Responsibilities

- Promote the ANC's Code of Conduct and fulfill its requirements at all times;
- Provide a consistently high level of service to the ANC and its stakeholders in a prompt and pleasant manner;
- Apply the ANC's document control system to all documents;

- Maintain the highest ethical standards and confidentiality in dealing with ANC staff and stakeholders;
- Develop own skills and knowledge in order to better deliver administrative functions and duties and participate in the ANC business improvement and corporate development programs;
- Ensure effective use of relevant application software systems.

C. Reporting

Reports to:	Corporate Service Director of ANC (National Communications Authority)
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D. Selection Criteria and Desirable Qualities

- At least 3 years progressive work experience in a relevant area;
- Polytechnic/University studies in IT related fields;
- Good technical understanding of computer hardware, software and networks;
- Hands-on experience with computer networks, network administration and network installation;
- Ability to work individually and as a team member;
- Understanding of ANC's work and responsibilities;
- Ability to work in a multi-cultural environment
- Good verbal and written language skills: Tetum, English and Portuguese (desirable);
- Be a citizen of Timor-Leste.