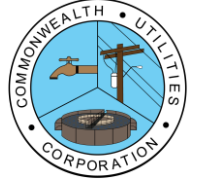




# Commonwealth Utilities Corporation



## Job Vacancy Announcement

**JVA No. 22 – 016**

**(RE-ANNOUNCEMENT)**

**Opening Date: June 22, 2022**

**Closing Date: July 6, 2022**

<b>POSITION TITLE:</b>	<b>IT Technician</b>
<b>DEPARTMENT:</b>	<b>COA/Information Technology</b>
<b>LOCATION:</b>	<b>Saipan, Northern Marianas Islands, USA</b>
<b>ANNUAL SALARY:</b>	<b>\$22,865.00 - \$30,867.00 per annum, Non-Exempt</b>
<b>CONTRACT:</b>	<b>Not Contracted</b>
<b>POSITION(S):</b>	<b>One (1)</b>

The incumbent will be under the direct supervision of the Chief of Administration or his/her designee. This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of COA/IT Division.

### Duties:

- Provides end user support for technology hardware, software, telecommunications, AV and/or peripheral systems; sets up equipment ensuring proper cabling; performs installation, testing, patches/upgrades, and maintenance activities in support of technology operations.
- Performs call and in-person Tier I and Tier II technical support to end users; prioritizes requests; responds to queries; researches system documentation as required; provides instruction to users; implements solutions to computer and network issues.
- Monitors and maintains user accounts for various systems; creates and initiates user accounts on network server and other systems; troubleshoots connectivity issues and resolves communication problems or refers complex issues to appropriate resource.
- Assists in evaluating and testing new software and equipment; documents and provides feedback of testing results.
- Sets up and installs systems and AV equipment for training purposes.
- Perform other duties of similar nature and level as assigned by management.

### Minimum Requirements:

**Education:** Associates Degree in Information Technology or directly related field and 1 years of related professional information technology experience; or High School Diploma or GED or ABE Program AS and 3 years of experience related to technology support.; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above, unless otherwise subject to any other requirements set forth in law or regulation.

**Knowledge of:** Applicable hardware, software, system and technology principles, methods and support techniques; Systems analysis and design methods, procedures and techniques; Business methods, principles and practices; Customer service principles; Database maintenance principles; Modern office technology; Budgeting Principles; and Basic mathematics.

**Skills in:** Providing analysis and design in support of information technology and business processes; Evaluating and maintaining existing systems and equipment; Developing and implementing technology solutions to meet business requirements; Analyzing system performance, troubleshooting issues and maintaining system functionality; Monitoring, configuring, installing, testing and maintaining assigned systems and equipment; Preparing and maintaining reports, system documentation, and procedures; Providing technical end-user support and training of software and systems; Prioritizing requests and managing time; Serving as technical liaison with internal staff and external service providers; Recommending the acquisition of software and equipment; Providing customer service; Utilizing a computer and relevant software applications; Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others to sufficiently exchange or convey information and to receive work direction.

All applicants may be tested and all applicants are subject to pre-employment drug test.

**How to Apply:** Submit a completed CUC Employment Application, resume, and applicable supporting documents to the CUC Human Resources office located on the 3rd Floor of the Joeten Dandan Building on Saipan, Monday through Friday 7:30 am – 4:30 pm (Except Legal Holidays). Applicants on the island of Tinian and Rota may submit their documents to their respective CUC Administration office. Application, resume and supporting documents can also be e-mailed to: [employment.applications@cucgov.org](mailto:employment.applications@cucgov.org)

**P. O. Box 501220, Third Floor, Joeten Dandan Building, Saipan, MP 96950**

**Tel: (670) 664-4282 • Fax: (670) 235-5131**

**CUC is an Equal Opportunity Provider and Employer.**