

# VACANCY: ICT SUPPORT OFFICER



Tropik Wood Industries Limited (TWIL) owns and operates the largest sawmill, Fiji's only chip mill and is also an independent power producer, selling electricity into the national grid.

We are seeking to recruit an experienced, highly motivated and dynamic person for the **ICT Support Officer** position which will be based in Drasa, Lautoka:

## Responsibilities

- Determine the software requirements to provide solutions to problems.
- Install, support, maintain and troubleshoot all ICT related issues.
- Ensure that new and relocated equipment are tested and are in accordance with the established procedure.
- Ensure that ICT equipment and cables are safely maintained.
- Keep records of daily assignment and ensure that all entries are signed off by the appropriate officer.
- Repair/replace peripheral equipment such as terminals, printer and modems.
- Ensure to provide daily checks update to superiors in order to complete relevant documentation.
- Ensure to carryout housekeeping, maintain OHS as per standards and adhere to company policy and procedures at all times.
- Carry out any other duties within the scope of the position or as assigned by the immediate supervisor or department head from time to time.

## Qualification & Experience

The successful candidate must have the following prerequisites:

- Diploma or Certificate in IT/Electronics and have at least 3 years' work experience in the similar field.
- Proficient knowledge of CCTV installation, biometrics, access control & structured cabling.
- Strong analytical and problem -solving skills.
- Positive attitude, team player and attention to detail.
- Enthusiastic and flexible attitude toward working hours.

Excellent communication skills combined with the ability to work in a challenging environment is essential.

Applicants should write in by Friday, 17<sup>th</sup> November, 2023 with a comprehensive resume to the following link <https://www.tropik.com.fj/careers/>

Or hand delivered to the address below:

Vacancy – ICT Support Officer  
Human Resources Department  
Tropik Wood Industries Limited  
Private Mail Bag  
Drasa  
Lautoka

**Only shortlisted applicants will be contacted**