



APPLICATION INFORMATION PACKAGE

The following documents are included in this Vacancy's Application Information Package:

- 1) Important Information about filling in your Application Form**
- 2) Current Job Description**
- 3) Job Application Form 2**
- 4) Application Statistics Form**

Before you apply

Read the Job Description and Selection Criteria carefully. The Job Description describes the tasks and responsibilities of the role. The Selection Criteria lists any qualifications, skills and abilities, experience and past work performance, and personal attributes which need to be satisfied before you are considered for a position.

In addition to satisfying the merit factors for this position (found in the application form and job description), **you must also be between the ages of 16 and 55 years** as per PSC Act 2004 Section 39.

Preparing your Application

1. Job Application Form – Form 2

For an application to be considered by the Selection Panel all sections of the Application Form 2 must be completed and signed. If any information provided on this form is found to be incorrect, it may jeopardize your chances of being interviewed for the position.

When supplying the names of all three referees please ensure that they are able to comment on your past work performance in relation to the job you are applying for, such as past and current supervisors or work colleagues.

It is imperative that all applicants address the selection criteria using examples to demonstrate how they meet the particular criteria. The selection criteria should be addressed using a separate sheet of paper that should be attached to the application form. As a guide the suggested length of response to each criteria should be between one paragraph and one page (in some instances dot points may be appropriate to assist with clarity)

2. Applications need to submit the following documentation together with the Application Form to be considered:

Cover Letter: No more than a page to explain why your application should be considered for the position.

Current Curriculum Vitae (CV): Should include relevant information such as personal details, education history, employment history, trainings and professional affiliations, references, etc.

3 Referees: Written references from current employer, previous employer, and a character referee not dating back more than a year.

Supporting documents such as certified copies of qualification: Applicants should ensure that they are providing the most relevant and up to date information pertaining to their qualifications. Ensure copies are attached and NOT the original documents (unless requested by Selection Panel)

3. Address your application to:

Acting Chief Executive Officer
Ministry of Commerce, Industry & Labour
ACC Building, Level 4
APIA

(Note the position code and title you are applying for)

4. Application Statistics Form:

All applicants must complete the Application Statistics form and submit together with the Job Application Form 2. Once the Ministry has received your completed Application Form, the Confirmation of Receipt will be stamped and dated. You will need to keep this slip as confirmation of date and time we received your application form.



JOB DESCRIPTION

Position Title:	ICT Network Officer
Position Code:	CL002531
Reports to:	CL002529 (Supervisor Code) ACEO ICT
Division:	Information and Communication Technology
Location:	Level 4, ACC Building, APIA
Salary Grade:	A12 \$34,435

Overview of the Ministry:

To deliver on Government’s vision of building a diversified and sustainable economy, our vision is for Samoa to have a productive economy that provides sustainable opportunities for its people.

MCIL has three key functions that aim to improve the development of businesses, exports, foreign investment and the business environment to create employment. These are: (i) Commerce – development of the private sector and promote investment; (ii) Industry – encourage industry productivity and fair trade, and ensure a healthy and competitive market through the Trade, Commerce and Manufacturing Sector Plan; (iii) Labour – create employment opportunities for the local workforce both locally and internationally and a healthy and safe environment for employees and employers.

Purpose of the Position:

To manage the information and communication technology and provide the best ICT user support, helpdesk, maintaining systems and advice for cost effective ideas to minimise costs and fully utilise the most efficient technological services to fully support the achievement of the Ministry’s Vision and Mission in its Corporate Plan.

Key Deliverables

- Maintained network connectivity operations, with routine security checks completed.
- Resolved staff ICT issues and maintained hardware (printers, computers, telephones) efficiently.
- Kept accurate records and updated the ICT asset inventory system.
- Delivered staff training and circulated technology best-practice reminders.
- Supported new technology installations and improved network/hardware performance.

Key Responsibilities

Key Areas of Responsibility	Performance Expectations/Deliverables
Network and Capacity Assessment	<ul style="list-style-type: none"> • Assist in the development and implementation of the Ministry's Network Strategy, Network Security Plan, and Disaster Recovery Plan (DRP) • Support basic network capacity assessments and help identify solutions to improve connectivity for offices and users. • Assist with routine testing of DRP procedures to ensure network services can continue during system disruptions. • Apply and follow standard network security practices to help protect systems, data, and user information.
<ul style="list-style-type: none"> • Network Management and Technical Support 	<ul style="list-style-type: none"> • Install, configure, and troubleshoot hardware, including printers, computers, and telephones, ensuring operational functionality for MCIL staff and the Office of the Minister. • Provide technical support via the help desk portal, resolving staff ICT issues (e.g., network access, hardware malfunctions) in a timely manner. • Monitor network performance (e.g., IP addresses, bandwidth usage) and escalate complex issues to senior ICT staff as needed. • Help maintain the Ministry's network systems (LAN, WAN, Wi-Fi, and SNBH connection for the Savaii office) to ensure stable internet and quick issue resolution. • Assist in monitoring the offsite backup server connection to ensure data backups run properly. • Provide basic network technical support for the Office of the Minister to support daily communication and system access. • Monitor network performance (such as IP addresses and bandwidth), assist with applying updates and patches, and report or help resolve network issues when they occur.
Documentation and Inventory Management	<ul style="list-style-type: none"> • Maintain accurate records of network configurations, hardware maintenance (e.g., printers, computers, telephones), and technical procedures. • Keep clear and simple records of network settings, security changes, and maintenance work, including internet and backup connection logs. • Help maintain the electronic filing system for storing network documents and records. • Assist in preparing basic reports on network performance, security checks, and any hardware issues, and report concerns to the supervisor.

Training and Staff Communication	<ul style="list-style-type: none"> • Assist in organizing and delivering training for staff on network usage and basic hardware troubleshooting (e.g., printers, computers). • Send email reminders to staff about security updates, safe browsing habits, and best practices for technology use. • Support communications activities, such as coordinating awareness programs and social media updates, as directed.
Technology Optimization	<ul style="list-style-type: none"> • Help install and activate new network hardware and software solutions, ensuring compatibility and user adoption. • Stay informed on current ICT trends and technologies to optimize network and hardware performance, pursuing self-directed training as needed. • Assist in maintaining internet and network facilities, monitoring usage to ensure efficient operations.

Core Competencies / Selection Criteria

MERITS	COMPETENCY	DESCRIPTOR
SKILLS & ABILITIES	1. Problem Solving	<ul style="list-style-type: none"> • Critical Thinking: Ability to analyze ICT operational challenges (e.g., network outages, hardware failures) and develop practical solutions. • Analytical Skills: Ability to interpret network performance data (e.g., bandwidth usage, IP logs) and user support metrics to make informed decisions. • Data Collection Skills: Ability to gather ICT system data efficiently and read trends to anticipate issues. • Ability to identify risks in network security breaches or hardware malfunctions and develop effective contingency plans.
	2. Building Relationships	<ul style="list-style-type: none"> • Ability to build strong relationships with MCIL staff and stakeholders to support ICT service delivery and user needs. • Ability to mediate disputes or misunderstandings between staff regarding ICT access or support issues. • Ability to guide and develop a collaborative ICT support team while fostering accountability and efficiency in resolving technical issues.
	3. Achieves and Delivers Results	<ul style="list-style-type: none"> • Understand the Ministry's long-term objectives to enhance business innovation and employment through reliable ICT infrastructure, ensuring support aligns with these goals.

		<ul style="list-style-type: none"> • Ability to prioritize ICT tasks (e.g., helpdesk support, network updates) effectively to meet deadlines and maintain system uptime. • Ability to develop KPIs to monitor network performance, hardware functionality, and user support responsiveness.
	4. Communication & Presentation	<ul style="list-style-type: none"> • Ability to produce detailed reports on network status, hardware conditions, and ICT inventory updates for management decision-making. • Excellent verbal and written communication skills for preparing technical guides, email reminders, and helpdesk responses • Ability to understand staff ICT needs, resolve technical issues effectively, and enhance collaboration across divisions.
	5. Computer Literacy	<ul style="list-style-type: none"> • Possess advanced skills in computer use, digital literacy, and software applications (e.g., network monitoring tools, Microsoft Office, ICT asset management systems).
	6. Organizational and Time Management	<ul style="list-style-type: none"> • Ability to plan, coordinate, and execute ICT support tasks (e.g., hardware installations, network updates) within deadlines and resource constraints. • Ability to manage multiple ICT operations (e.g., helpdesk, inventory tracking) simultaneously without compromising efficiency. • Strong ability to track network configurations, hardware assets, and support requests with high accuracy. • Ability to align ICT support operations with the Ministry's strategic objectives and Corporate Plan.
PERSONAL ATTRIBUTES	1. Public Service Values	<ul style="list-style-type: none"> • Familiar with the Code of Conduct. • Role models the Samoa Public Service Values of honesty, impartiality, service, respect, transparency, accountability, efficiency, and effectiveness.
	2. Integrity	<ul style="list-style-type: none"> • Acts with integrity at all times. • Demonstrates precision in ICT operations and decision-making. • Role models professionalism, impartiality, and objectivity in approach to sensitive technical matters (e.g., data security). • Presents authorized information where needed. • Avoids conflicts of interest and ensures all ICT support is conducted in an unbiased manner. • Upholds the highest standards of professionalism when managing network and user support tasks.

	3. Commitment/Personal Drive	<ul style="list-style-type: none"> • Works effortlessly in any circumstances. • Committed to work, team, and organization by cooperating in team activities and valuing the input of staff at every level. • Works together with Ministry staff to provide technical support and assistance by understanding their roles and ICT needs.
	4. Creative and Innovative	<ul style="list-style-type: none"> • Generates new ideas regarding ICT support and optimization (e.g., cost-effective hardware solutions). • Tries established methods but searches for innovative approaches when challenged (e.g., new troubleshooting techniques). • Seen as creative and a contributor in brainstorming settings for ICT improvements.
	5. Networking	<ul style="list-style-type: none"> • Ability to create positive staff relations through efficient ICT service delivery and being user-focused. • Maintains a working relationship with the Ministry and external technical contacts (e.g., vendors) to enhance ICT operations.
EXPERIENCE AND PAST WORK PERFORMANCE	1. Experience	<ul style="list-style-type: none"> • Must have practical experience in network administration, user support, and ICT inventory management. • Demonstrated knowledge of e-documentation, network security, and telecommunication facilities maintenance. • Proven skills in managing hardware (e.g., printers, computers) and software platforms. • Experience in delivering ICT training programs for staff on network and hardware use. • Ability to develop a sound training programme for staff on new and ongoing developments in information technology to support their functions • Demonstrated knowledge and experience in the management of ICT operating systems and software • Demonstrated knowledge and experience in the development and maintenance of websites
	Past Work Experience	<ul style="list-style-type: none"> • Proven past work performance, such as Performance Appraisal and work reference from direct supervisor of past ICT roles, demonstrating success in maintaining networks, resolving user issues, and managing assets.

QUALIFICATION	1. Relevant Qualification/Trainings/ Professional Affiliation	<ul style="list-style-type: none">• Bachelor's Degree in Information and Communication Technology, Computer Science, or a related field.• CISCO Certificate or equivalent network training preferred• Relevant Short-Term/Capacity Building Trainings and Workshops on network administration, user support, or ICT management.• Professional Affiliations with ICT-related organizations (e.g., IT associations) are an advantage.
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REQUEST TO FILL A VACANCY

Form 1

HR Officer must fill out this form

Part I: Vacant Position Details

Section 1: Position Details			
Ministry MCIL	Section ICT DIVISION	Location ACC BUILDING LEVEL,4	
Position Code CL002531	Title ICT Officer - Network	Supervisor Position Code CL002529	
		Salary Grade A12	Salary Rate \$34,435.00

Section 2: Additional Information And Documents Required	
1. Has a Job Description been developed for the position?	Y
2. Has an organisation chart been developed that clearly shows where the position fits into the Ministries/Office Structure?	Y
3. Position becomes vacant on:	
4. Output Account No:	1692
5. Reason for Vacancy	Newly Established position
6. Reason for filling Position:	Ministry Requirement
7. Primary Objective for the Position	To manage the information and communication technology and provide the best ICT user support, helpdesk maintaining systems and advise for cost effective ideas to minimise costs and fully utilise the most efficient technological services to fully support the achievement of the Ministry's Vision and Mission in its Corporate Plan

Job Competencies	
1. Skills and Abilities (refer to JD for full details)	
Problem Solving Building Relations Achieves and Delivers Results Communication & Presentation Computer Literacy Organizational and Time Management	
2. Qualification (refer to JD for full details)	
Relevant Qualification/Trainings/Professional Affiliation	
3.1 Experience,	
3.2 Past Work Performance (refer to JD for full details)	
Experience Past Work Experience	
4. Personal Attributes (refer to JD for full details)	
Public Service Values Integrity Commitment/Personal Drive Creative and Innovative Networking	

Position Vacant on:

Part II: Approval To Advertise Position

1. Has a Job Description been developed for the Position? YES or NO Y		Attached Y
2. Details of Advertisement		
Advertise From 17-Feb-26	To 05-Mar-26	Closing Date
Method of Advertising		
Application Forms and Instructions available from:	mcilhr@mcil.gov.ws HR Unit	
Telephone: (685) 20441	Fax:	E-mail: mcilhr@mcil.gov.ws
Application sent to	Fepuleai Roger Toleafoa Chief Executive Officer	
Telephone: (685) 20441	Fax:	E-mail: mcilhr@mcil.gov.ws
Prepared by: (HRC/CEO) Peseta Leituala Lisi Faletutulu-Pupi	Signature	Date 12-Feb-26
I certify that the attached Job Description is accurate and up-to-date and that there is sufficient funding available in the Division's budget for this Position.		

Part III: Approvals

Approved by: (Division Head) Fuimaono Christopher Smith	Signature	Date 12-Feb-26
Checked by (HRC) Peseta Leituala Lisi Faletutulu-Pupi	Signature	Date 12-Feb-26
Checked by (Chairperson, Selection Panel) Reumatioaiga Samoa	Signature	Date 12-Feb-26
Panel Member 1 Sinatalai Tuautu	Signature	Date 12-Feb-26
Independant Panel Member 2	Signature	Date



Job Application Form

Form 2

Form must be completed by Applicant

Section 1: Position Details

<i>Ministry</i> MCIL	<i>Section</i> ICT DIVISION	<i>Location</i> ACC BUILDING LEVEL,4	
<i>Position Code</i> CL002531	<i>Title</i> ICT Officer - Network	<i>Supervisor Position Code</i> CL002529	
		<i>Salary Grade</i> A12	<i>Salary Rate</i> \$34,435.00

Section 2: Personal Details

<i>First Name:</i>	<i>Last Name:</i>	<i>Other Names:</i>
<i>Gender:</i>	<i>Date of Birth:</i>	<i>NPF No:</i>
<i>Marital Status:</i>	<i>Physical Address (1):</i>	<i>Physical Address (2):</i>
<i>Post Code:</i>	<i>Phone No (1):</i>	<i>Phone No (2):</i>
<i>e-Mail:</i>	<i>Facsimile:</i>	

Section 3: Education Details

Most recent qualification	Major Area of Study	Institution Attended	Date Started	Year Graduated

Section 4: Training History

Courses Relevant to Selection Criteria ONLY	Institution/Country	Dates

Section 5: Employment History

Current / Most recent Position

Employer's Name	Date	Duration
Position Title		Number of Staff:
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title		Number of Staff:
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title		Number of Staff :
Main Responsibilities		

Next previous position

Employer's Name	Date	Duration
Position Title		Number of Staff:
Main Responsibilities		

Section 6: Selection Criteria

Based on an analysis of the duties of this position as determined by the Manger responsible, set out below are the criteria that will be used in assessing the suitability of each Applicant for the position. Please address each selection criteria on a separate sheet and attach to this form.

It is the Applicant's responsibility to:

1. Indicate aspects of their work experience which indicate their ability to satisfy each Merit Factor in executing the duties specified in the Job Description.
2. Complete this information in a true and accurate way (failure to do so will disqualify the Applicant); and
3. Supply supporting documentation should they be called for short-listed interviews.

Note: If you feel the need to supply additional arguments to support your fulfilment of the selection criteria listed below then please attach that information to this application form.

MERIT FACTORS :**1. Skills and Abilities (refer to JD for full details)**

Problem Solving
 Building Relations
 Achieves and Delivers Results
 Communication & Presentation
 Computer Literacy

2. Personal Attributes (refer to JD for full details)

Organizational and Time Management

Public Service Values
Integrity
Commitment/Personal Drive
Creative and Innovative
Networking

3.1 Experience (refer to JD for full details)**3.2 Pas Work Performance**

Experience

Past Work Experience

5. Qualification (refer to JD for full details)

Relevant Qualification/Trainings/Professional Affiliation

Section 7: Computer Skills and Competency

Indicate competency level for each Application

Competency Level code: 1= no knowledge; 2= basic knowledge; 3= good knowledge; 4= strong/advanced capabilities

Main Applications	Competency level:	Other Systems	Competency level:
Ms Word		Ms Access	
Ms Excel		Other (specify)	
Ms Powerpoint		Other (specify)	
E-mail		Other (specify)	

Section 8: Knowledge of Languages

For languages other than your mother tongue, enter appropriate number from code below to indicate level of your language skills

CODE	Indicate your mother tongue by ticking a box below		Speak	Read	Write
1. Limited conversation, reading of newspapers, routine correspondence 2. Engage freely in discussions, read write more difficult materi 3. Speak, read and write (nearly) as well as mother tongue.	Samoan				
	English				
	Other (specify)				

Section 9: Discipline Records Check

Do you have a discipline record; any criminal convictions; or any current legal proceedings against you? (Please TICK the appropriate box)

No

Yes

IF Yes, Please provide details on a separate piece of paper in a sealed envelope and attach it to this form. This information will be kept confidential and only be seen by the Assessment Committee.

Section 10: Declaration of Referees

Please note that you need to declare addresses and contact numbers of three referees.

Referee Name	Designation	Address/Contact Numbers
1.		
2.		
3.		

Section 11: Declaration of Close Relations

Do you have a close relation (family ties) to an individual(s) currently employed anywhere in the Ministry to which you are applying? (Please TICK the appropriate box)

No

Yes

If YES, please provide name(s) of your relation(s) and state nature of relationship

Section 12: Community Status

Outside the work environment, do you hold any positions (including matai titles) associated with community services, and if so, please list:

Section 13: Certification And Authorisation

I hereby certify that the information given in my application is true and correct. I also acknowledge that if I am appointed on the basis of any false information that I provide my appointment will be revoked. I also authorise the Department to undertake any necessary checks to confirm the information provided by me.

Signature	Date
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