



## Position Description

Vacancy Title: IT Officer

Location: Suva, Fiji Islands

Reports To: None

### Objective

The IT Officer will ensure maintains and provides technical support within FBC's ICT system.

### Outcomes

#### Organisational Stakeholders

##### 1. IT Support Services

- Provide IT Support for FBC
- Installing and configuring computer hardware operating systems and applications
- Assisting staff or clients through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues
- Troubleshoot technical issues to resolution and/or escalate to supplier or partner organizations as required
- Log all incidents and service requests in designated Helpdesk system
- Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure operational efficiency
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the FBC network is not compromised
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner
- Monitor performance of FBC ICT systems, ensuring issues are appropriately escalated and resolved
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team
- Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner
- Assist with ongoing development of related firm policies and procedures, including appropriate controls around organizational change management

##### 2. Monitoring & Quality Checks

- Assist on-air station (Radio/TV) programming for live satellite and streaming/broadcast feed and performing associated patching of feed routes for MCR.
- Ensures high quality broadcast by monitoring on-air broadcast signals following the program log to air programs and breaks
- Hourly monitoring of the broadcast transmission for Radio and TV (AM, FM, DTV and related peripherals with tier 1 support and escalation of faults
- Oversee outgoing live Satellite and SRT feeds and any other programming content on-air for all FBC channels
- Tracking and maintaining inventory for ICT/Studio related equipment.

##### 3. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

#### Product's Stakeholders

##### 1. Operational and statutory compliance

- Statutory compliant to laws and regulations
  - Health and safety compliance
  - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

## Responsibilities - Key Competencies

### Competence Description

#### Business

Risk Management	Analyse and manage risk.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Communication	Exchange information through verbal communication

#### Customer

Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Competence	Description
Organisational Values	Display the organisation's image and value standards.
<b>People</b>	
Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.
<b>Operational</b>	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Environment	Establish and maintain an environmentally friendly organisation
Stock Control	Acquire and monitor stock to meet business needs

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Diploma	Information Technology/Computing	
<b>Desirable</b>		
Degree	Information Technology/Computing	

## Work Knowledge and Experience

2 years experience in a similar role.  
Certification in Networking and Security will be an added advantage.

## Requirements

### Language Proficiency

Excellent command of English

### Regulatory Compliance Requirements

Valid Drivers License

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	All employees	
<b>External</b>		
	Suppliers	
	Customers	

## Attributes

### Behavioural Styles

Accepting/compliant Shows a willingness to go along with things and a compliance with expectations.

Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

#### **Interpersonal Styles**

Perceptive	Shows keen insight and understanding of issues or situations.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

#### **Thinking Styles**

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.

## How To Apply

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### Contact for Enquiries

Contact Name: HR Team

Contact Email: hrteam@fbc.com.fj

Further Contact Information: 3314333

**Closing Date:** 15 Feb 2026