



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. |
| People | |
| 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. |

Professional

| | |
|------------------------|--|
| 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. |

Operational

| | |
|---------------------|---|
| 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 |
|------------------|----------------------------------|-------|
| Preferred | | |
| Diploma | Information Technology/Computing | |
| Desirable | | |
| 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 |
|-----------------|---------------|----------|
| Internal | | |
| | All employees | |
| External | | |
| | 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