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Position Description

Vacancy Title: **Level 1 IT Support Officer Nadi**
Location: **Nadi**
Reports To: **None**

Objective

To assist in providing a high standard of remote, telephone and email support to our client by providing service excellence in every engagement and utilizing cutting edge technology. The role of Level 1 Support is to ensure the resolution management of new cases within service level agreements, aiming to reduce repeat calls. Key Responsibilities: To be the first point of contact over a variety of channels – phone, SMS, email, and chat. Respond to incoming POS issues by troubleshooting as per guidelines and internal processes. Maintain first class communication with the client, adhering to specific service level agreements. Resolution of tickets/issues within capability level. To ensure calls/tickets are logged, prioritized, and escalated appropriately. Provision of basic training to customers over the phone. Creation of sales orders for new software/hardware requirements. Collaborate & communicate effectively within the team. Aim to increase the number of calls/tickets to be resolved on the first call. To ensure customer complaints are escalated to the level 1 team leader. To actively contribute to and participate in professional development opportunities afforded by the company.

Outcomes

Organisational Stakeholders

1. Technical Support

- First-level IT support provided by addressing and resolving incidents and problems efficiently.
- Employees properly set up with their login credentials, password, and MFA on their personal devices ensured.
- Employees actively engaged to assist in downloading and navigating essential apps such as Authenticator, Teams, Outlook, SharePoint, and other essentials work apps.
- Each employee's progress tracked, confirming they have been successfully set up.
- Employees unable to set up documented, noting the reasons.
- Kiosk and computer setups on-site reviewed and troubleshooted, addressing any issues that arose.

2. Client Engagement

- Strong communication with staff maintained, offering empathy and effective solutions to enhance their experience.
- Timely and Adhoc reports ensured as required by Team Leader
- Quality and efficient customer services provided to all internal and external clients

3. Organization's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.

Competence	Description
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.

Qualifications

Qualification	Discipline	Notes

Preferred

Degree	Information Technology, Computer Science	

Work Knowledge and Experience

Microsoft Certification will be an added advantage.

Demonstrated level 1 technical knowledge.

Proven ability to build and maintain positive relationships.

Ability to engage others through credible communication and presentation.

Sound ability to multi-task across multiple IT platforms, with effective time management skills to ensure conflicting deadlines are met.

Ability to show initiative and self-motivation.

Intermediate computers skills – predominantly in software, hardware and networking would be an advantage.

High attention to detail and strong analytical skills.

Minimum 1 years of experience in similar role and field.

Requirements

Language Proficiency

Fluency in both written and spoken English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments

No interactions found.

Attributes

Behavioural Styles

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.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
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.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Challenger	Queries, tests information/beliefs and provokes thought.
Decisive	Reaches conclusions, promptly and firmly.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Imaginative	Generates ideas and images, showing creativity.
Initiative	Takes action and makes decisions without the help or advice of other people.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications are to be submitted via the link below:

Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Pooja.Reddy@centrecom.com.fj

Further Contact Information: --

Closing Date: 01 Sep 2025