Position Description

Vacancy Title: **Graduate Trainee- IT- Nadi**
Location: **Suva**
Reports To: **None**

Objective

The Graduate Trainee - IT reports to the Team Leader and IT Manager. Graduate Trainee - IT's role will be required to apply technical skills, gain industry experience, and contribute to innovative IT solutions while growing within a forward-thinking organization.

Outcomes

Organisational Stakeholders

1. Organisation'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

2. Systems, applications software and IT infrastructure support provided

- IT systems and applications software available and optimised
  - Systems and applications managed, maintained and tailored to the needs of the organisation
  - Reports created to meet the organisation's requirements
  - Install and implement new software and/or hardware
  - Assess the effectiveness of changes to IT and software
  - Risk management plan implemented and and monitored, including backup of all IT systems
  - IT infrastructure managed to ensure services are available and adequate for the needs of the organisation
- User manuals developed and training / updates available to staff
  - provide help desk and troubleshooting services when required
- Financial and other systems-based processes and reports developed as required.
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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. Positive user experience [IT focus]

- Understand and deliver the desired user experience outcome
  - Systems and hardware easy to use and fit for purpose
  - Documentation provided to meed business and personal user needs as well as compliance requirements
- Manage the help desk to ensure problems and requests are handled to achieve the desired customer experience outcomes and in accordance with service level agreements

2. 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	
Business Performance	Manage the performance of the organisation.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
People	
Team Orientation	Work in a team towards a common aim.

Competence	Description
Problem Solving	Develop practical solutions to a situation.
Self-Management	Manage your priorities and objectives efficiently and effectively
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.
Health and Safety	Establish and maintain a safe and healthy work environment.
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology, Computer Science	

Work Knowledge and Experience

Bachelor's degree in Computer Science, Information Technology, or related field

Good problem-solving skills and attention to detail

Ability to work effectively in a team environment

Willingness to learn new technologies

Basic understanding of security principles

Strong verbal and written communication

A basic understanding of computer network cabling and network file and print services

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Clients	
	All employees	
	Management Team	
External		
	Suppliers	

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.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfils 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

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
Empathic	Has the ability to understand somebody else's feelings or difficulties.
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.
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: https://jobs.hrmonise.com/details/4296/centrecom-fiji/graduate-trainee-it-nadi-nov25

Contact for Enquiries

Contact Name: Pooja Reddy

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Further Contact Information: --

Closing Date: 14 Dec 2025