

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 meet 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 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

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/4442/centrecom-fiji/graduate-trainee-it-nadi-jan26>

Contact for Enquiries

Contact Name: Pooja Reddy

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

Further Contact Information: --

Closing Date: 09 Feb 2026