

## 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 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
<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.
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
<b>Preferred</b>		
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
<b>Internal</b>		
	Clients	
	All employees	
	Management Team	
<b>External</b>		
	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

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Further Contact Information: --

**Closing Date: 09 Feb 2026**