centrecom

Position Description

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

Objective

Centrecom is seeking motivated and enthusiastic graduates to join our Graduate Trainee Programme. This is an exciting opportunity to gain hands-on experience across various business units within a dynamic and fast-paced contact centre environment. Trainees will rotate through key departments, building a strong foundation of skills, knowledge and professional experience to launch a successful career.

Outcomes

Organisational Stakeholders

1. Technical Support

- Assist in troubleshooting computer hardware and software issues under the supervision of the IT team.
- Support with software installations and configurations.
- Assist in setting up computer workstations, teleconference and video conference meetings.
- Scanning and filing of documents (Purchase Order, IT Forms, etc), internet top-ups, cable tidy up, etc.
- Support the IT team in maintaining hardware, software, and other systems.
- Assist in organising and maintaining IT resources and inventory.
- Run software updates and backups when requested.
- Assist in configuring printers and mapping network drive, emails and other mailboxes.
- Respond to any unexpected behaviors on the network and escalate to senior IT staff if necessary.
- Assist in training users in use of equipment and/or software.
- Prepare technical reports or related documentation.
- Manage and monitor tickets in Spice Work system, assign, update, and close support tickets.
- Shadow senior IT staff to gain exposure to advanced technical processes and decision-making.

2. Client Engagement

- Consult with end users concerning their needs and evaluate their requests or requirements.
- Strong communication with staff maintained, offering empathy and effective solutions to enhance their experience.
- Timely and ad hoc reports ensured as required by Team Leader.
- Quality and efficient IT support services provided to all internal and external clients.

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

- Collaborate with other teams in the organization for the benefit of the organization.
- Adhere to company IT policies, procedures and service level standards at all times.
- Monitor and encourage team members to uphold image and value standards.
- Uphold and demonstrate the organization's image and values.

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.
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.

Competence	Description
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

Regulatory Compliance Requirements

Police Clearance

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 application to be submitted via the below link. https://jobs.hrmonise.com/details/4576/centrecom-fiji/graduate-trainee-it-suvaMarch2026

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 25 Mar 2026