



JOB DESCRIPTION

Job Title: **SENIOR IT OFFICER**

About the Office of the Electoral Commission:

The Office of the Electoral Commission is dedicated to upholding the integrity and transparency of the electoral process.

About the Role: We are seeking a skilled **Senior IT Officer** to join our team, to provide advanced technical and operational support for OEC's network infrastructure, endpoints, and cybersecurity defences. This role ensures the day-to-day stability of ICT systems, executes hardware staging for elections, and responds to escalated helpdesk requests. During election periods, this role shifts to operational deployment, configuring and deploying election hardware and providing vital remote support for Out of Country Voting (OCV).

Responsible to: Assistant Electoral Commissioner – Information, Communications & Technology

JOB DETAIL SUMMARY		
Position Code	EV000007	
Grade	A13	
Salary	Salary Min: \$38,397 – Salary Max: \$41,367	
KEY RESPONSIBILITIES		
Network & Systems Support	Security Operations	Infrastructure Maintenance
Service Delivery & System administration.		Election Hardware Staging & Deployment
RESPONSIBILITIES AND DUTIES		
1. Network & Systems Support • Resolve day-to-day LAN/WAN network issues, providing Tier 2/Tier 3 escalation support for the Helpdesk. • Provide system support and troubleshooting for critical electoral applications, specifically EMIS and EIS. • Provide specialized remote ICT support and connectivity troubleshooting for Out of Country Voting (OCV) stations, ensuring secure VPN connectivity and resolving geo-blocked or latency issues. • Assist the Principal Officer in planning, designing, and implementing communication and LAN networks for Election Operation Center and polling stations. • Monitor and ensure the operational status of IP cameras and office communication links (VoIP). 2. Security Operations • Manage the deployment of software updates, operating system patches, and antivirus definitions across all endpoints and servers (ensuring patches are scheduled to avoid breaking election applications during critical periods). • Respond to and mitigate security incidents (e.g., malware outbreaks, unauthorized access attempts), ensuring minimal impact on electoral operations. • Implement and enforce access controls, encryption, and information security measures as directed by the Principal Officer. • Perform daily security and operational checklists on the status of ICT infrastructure and services.		

3. Infrastructure Maintenance

- Plan and execute the installation, upgrade, and maintenance of PCs, laptops, and peripherals on the OEC LAN.
- Conduct regular preventative maintenance on hardware and software to ensure longevity and reliability.
- Collaborate with the Principal Officer in planning, implementing, and documenting system upgrades and network maintenance.

4. Election Hardware Staging & Deployment

- Image, configure, and secure election-specific hardware (NUCs, laptops, LTE Routers), strictly enforcing hardware hardening policies.
- Asset Chain of Custody: Execute pre-deployment testing (burn-in), kit assembly, and packing of election assets. Apply tamper-evident seals and maintain rigorous chain-of-custody documentation from Operation Center to polling station.
- Manage the post-election retrieval, auditing, secure wiping, and storage of deployed election hardware and assets.

5. Service Delivery & Administration

- Administer the ICT Help Desk Application, ensuring user-reported issues are addressed and resolved in a timely and customer-friendly manner.
- Maintain and update the ICT Asset Registry, ensuring accurate tracking of all electronic and communication equipment.
- Seek quotations from suppliers and provide recommendations for the procurement of new ICT devices/equipment.
- Develop and deliver training materials and awareness programs for OEC staff on network and information security best practices.
- Maintain accurate documentation on security protocols, procedures, and incident response plans.

JOB COMPETENCIES / SELECTION CRITERIA

SKILLS AND ABILITIES

Computer Skills

Advance computer skills in administering and maintaining of computer infrastructure

Communication & Presentation Skills

Ability to communicate effectively in English and Samoan in both written and oral forms

Troubleshooting Skills

Ability to identify computer problems, establish a plan of action, verify full system functionality and implement preventative measures

Interpersonal Skills

Ability to communicate and interact with other working colleagues

PERSONAL ATTRIBUTES

Honesty

Acting honestly, being truthful and abiding by the laws of OEC

Impartiality

Providing impartial advice, acting without fear or favour, and making decisions on their merits

Service

Serving the people well, through faithful service to the Government;

Respect

Treating the people, Government and colleagues with courtesy and respect;

Transparency

Taking actions and making decisions in an open way

Accountability

Being able to explain the reason for actions taken, and taking responsibility for those actions

Efficiency & effectiveness

Achieving good results for OEC in an economical way

Commitment & Result driven

Desire to achieve results on a timely manner

EXPERIENCE:

Minimum 3 years of extensive experience in IT Hardware and Software or any related field

Evidence of developing preventative measures, computer maintenance etc.

Understand OEC Legislations and other relevant legislations

QUALIFICATION:

Minimum qualification of a Bachelor Degree in Computer Science or in any relevant field

Certificate/Evidence from previous trainings.