

JOB DESCRIPTION – TERMS OF REFERENCE

Post Title	ICT Technical Support Officer
Organization/Department	Ministry of MEIDECC – Tonga Meteorological Service
Level & Salary	Band J (\$30,526 - \$45,788)
Location	Tongatapu (Tonga MET Service)
Duration	December 2025 – December 2029
Reports to	Chief Scientific Officer (Technical Division) and ICT Manager of Tonga Meteorological Service
Contract Duration	5 years (with possible extension)

Position Summary

We are seeking a highly resilient and technically proficient ICT Technical Support Officer for a 5-year contract. To support the maintenance and enhancement of the reliability of our critical multi-hazard early warning meteorological (MET) systems and ICT infrastructure. This role combines hands-on technical support with strategic assistance to ICT management, providing comprehensive coverage for our meteorological services across Tonga.

The successful candidate will ensure continuous operation of all MET systems and supporting infrastructure across our main office at Matatua and all remote sites and outer islands, while also supporting the ICT Manager in strategic planning and system administration, and providing frontline help desk services to all users.

Key Responsibilities

1. Help Desk & User Support:

- Serve as first point of contact for all ICT help desk inquiries and support requests
- Provide timely technical support to users via phone, email, and in-person
- Log, track, and resolve support tickets using the service management system
- Assist users with hardware, software, and application issues
- Set up and configure user accounts, workstations, and peripheral devices

2. MET Systems Management & Support:

- Provide comprehensive technical support for all MET systems to ensure 24/7 operational readiness
- Install, configure, and maintain MET system hardware and software across all locations
- Monitor system performance and implement proactive maintenance schedules
- Troubleshoot and resolve technical issues with MET systems promptly

3. Infrastructure Resilience & Management:

- Maintain and enhance the resilience of all ICT infrastructure supporting meteorological operations
- Implement and manage backup systems and disaster recovery procedures
- Ensure power systems (UPS, generators) are maintained and operational
- Monitor environmental conditions in equipment rooms and data centers

4. Multi-Site Operations Support:

- Provide remote and on-site support for MET systems at all outer island locations
- Coordinate maintenance schedules and system updates across all sites
- Manage communications and data links between Matatoa main office and remote sites
- Conduct regular site visits to outer islands for system maintenance and upgrades

5. ICT Management Support:

- Assist the ICT Manager with strategic planning and implementation of ICT projects
- Help prepare and maintain ICT documentation, policies, and procedures
- Support budget planning and resource allocation for ICT infrastructure
- Assist with vendor management and procurement processes
- Provide coverage and basic decision-making support in ICT Manager's absence

6. System Security & Documentation:

- Implement and maintain security protocols for all MET systems
- Maintain accurate documentation of system configurations and network topology
- Document procedures for system recovery and failure scenarios
- Ensure compliance with international meteorological data standards

Qualifications & Experience

Essential:

- Degree in Information Technology, Computer Science or related field
- Minimum 3 years' experience in ICT help desk support and systems maintenance
- Experience with critical infrastructure and resilient system design
- Strong knowledge of network infrastructure and remote site management
- Experience with system monitoring and maintenance procedures
- Valid Tongan driver's license

Desirable:

- Experience working with meteorological or scientific systems
- Previous experience in multi-site operations management
- Knowledge of satellite communications and remote access technologies
- Experience in assisting with ICT management or team leadership
- Understanding of budget planning and resource management
- Experience working in challenging environmental conditions

Key Competencies

- Resilience & Adaptability: Ability to maintain systems under challenging conditions
- Problem-Solving Skills: Strong analytical and troubleshooting capabilities
- Proactive Approach: Ability to anticipate and prevent system failures
- Resourcefulness: Capable of working with limited resources
- Leadership Potential: Ability to support management functions and make decisions
- Communication Skills: Effective in remote coordination and reporting
- Customer Service Orientation: Patient and effective in helping users of all technical levels
- Commitment to Service: Understanding of the critical nature of meteorological services

Contract Details

- Duration: 5-year fixed-term contract
- Location: Based at Tonga MET Service (Matatua) main office with regular travel to outer islands
- Work Conditions: Must be available for after-hours support and emergency call-outs, particularly during severe weather events.

Application Process

Interested candidates should submit:

1. A signed letter for expression of interest to the CEO of MEIDECC and attention to the Director of Tonga Meteorological Service
2. Detailed Curriculum Vitae
3. Certified copies of academic certificates
4. Contact details for two professional referees
5. Applications can be in hardcopies or emailed to recruitment@met.gov.to

Hardcopy application must be submitted and addressed to:

The Chief Executive Officer
Ministry of MEIDECC
P.O. Box 845
Nuku'alofa, Tonga

Closing Date and Time: 12th December 2025 at 4:30pm