



Opportunity to be the BEST!

HFC Bank is a fast-paced organization within the financial industry and an Equal Opportunity Employer with attractive benefits. With a culture that invests in its people, we provide a challenging and creative environment with intellectually stimulating colleagues who are dedicated, energetic and committed.

IT SUPPORT OFFICERS

We are seeking skilled IT Support Officers to join our IT team. This is a critical role and will provide first-level support for our users by resolving technical issues and ensuring smooth IT service delivery across all departments. This position operates on a rotating 24-hour shift schedule and reports to the Manager IT Systems.

Primary Role Responsibilities:

- Complete the daily support operational checklist.
- Ensure all tasks are carried out efficiently as required.
- Support the maintenance of the Bank's server infrastructure and security of the Bank.
- Provide first-level user support to ensure accessibility to the Bank's systems and services.
- Ensure support is maintained according to Helpdesk Service Level Agreements (SLAs).
- Liaise with internal and external stakeholders as and when required to ensure that the Bank's systems and services are online and available.
- Conduct proper health checks, upgrades/services to maintain performance levels for all IT equipment as per policy guidelines and engage with internal stakeholders and external vendors.

Qualifications:

- A tertiary Diploma or Degree in Information Technology or Computer Science, or equivalent. Relevant industry certifications will be an added advantage.
- A good working knowledge of various Microsoft technologies, Windows, Office, Email, networking protocols, and the OSI model.
- A highly organised approach to work and understanding of the need to keep accurate records with strong acumen for documentation.
- A commitment to delivering quality solutions and exceeding user expectations.
- The ability to multitask, excellent time management skills, and the ability to prioritise effectively.
- Be customer-centric, service-oriented, and a team player.
- Maintaining relationships with third-party vendors and suppliers.
- Basic project management skills.

We offer a challenging and creative culture where you'll work alongside intellectually stimulating colleagues who are dedicated, energetic, and committed to excellence. At HFC Bank, you'll have the opportunity to make a real impact while growing your career in a supportive and forward-thinking environment.

Please submit your application together with a detailed Curriculum Vitae via email to hfcrecruitment@hfc.com.fj, no later than **Friday 15th August 2025**.

All applications will be treated with strict confidentiality. Only shortlisted candidates will be contacted. For any enquiries, please email us at the address above.