S.O.T. SYSTEMS OF TIMOR

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+67077192122

Rua de Ai Meti Laran, Comoro, Dom Aleixo, Dili

JOB PROFILE

ICT support technician

Téknikú apoiu TIK

IT, media & creative · ISCO-08 3512

ICT support technicians help people when computers, printers, networks or software stop working. They set up equipment, fix problems and answer users' questions. The government's 2023–2028 programme plans to connect all state institutions to the internet and to build ICT centres across the country, including rural areas.

TRAIN IN TIMOR	**Certificate II** INDMO national certificate
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**Priority** National plans for ICT
ABROAD	**No official programme yet** Australia PEV: any job, with a job offer
PAY IN TIMOR	**US$320 / month** Average for all technicians and associate professionals in Timor-Leste, not this job alone (Labour Force Survey 2021)

WHAT YOU DO

Help users: Answer questions in person, by phone or by message; Find out what the problem is, step by step; Show people how to use their computer and software.

Set up equipment: Install computers, printers and other devices; Install and update software; Set up email and user accounts.

Fix problems: Find and fix hardware and software faults; Do small repairs and replace parts; Pass harder problems to network or software specialists.

Keep systems safe: Back up data; Check for viruses and keep security up to date; Keep a record of each problem and how you fixed it.

Based on the ILO description of ISCO-08 unit group 3512, Information and communications technology user support technicians.

WHERE YOU WORK

Government offices (The agency TIC TIMOR runs the government IT network); Schools, hospitals & NGOs (Look after their computers and networks); Banks, telecoms & companies (Help desks and IT teams); Computer shops & repair services (Fix customers' devices).

You work indoors and often move between desks, rooms and buildings. Users want their problem fixed fast, so some days are busy and stressful.

The National Employment Strategy names telecommunications among the service areas where it wants more knowledge-based jobs. The government also plans to build up ICT staff and skills in this sector.

IS IT FOR ME?

You are good at: Solving problems step by step, Computers and phones, Explaining things simply, Staying patient with users, Reading instructions carefully.

You like: Technology, Fixing things, Learning new things, Helping people.

Much software and many manuals are in English, so English helps a lot.

TRAIN FOR IT IN TIMOR-LESTE

- **Certificate II in Information Technology** · INDMO national certificate
- **Técnico de Gestão de Equipamentos Informáticos** · Technical secondary school course (ESTV)
- **Don Bosco Training Center, Comoro** · Runs short courses, IT among them. Certificate level to confirm.
- **Free computer-skills training** · The government plans to keep offering it. Providers to confirm.

Course length and fees: to confirm with INDMO and each school or centre. The directory never shows a number without a source.

WHERE IT LEADS

- **ICT support technician** · Certificate II in Information Technology, or ESTV
- **Network technician** · ISCO 3513; training path to confirm
- **Software developer** · Degree: DIT Computer Science (ISCO 2512)

WORK ABROAD, SAFELY

- **Australia: Pacific Engagement Visa** · No official programme recruits Timorese workers for this job yet. Australia's Pacific Engagement Visa allows any occupation, but you need a job offer first.

Never pay a fixer. Join only through SEFOPE, the Timor-Leste government office for work abroad. No one can sell you a place, and a real overseas job never asks you for a recruitment fee.

SOURCES

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From the Servisu jobs directory. Every figure has a source; "to confirm" means none yet. http://servisu.oftimor.com/jobs-directory/ict-support-technician/?lang=en