



ASCENSION ISLAND GOVERNMENT VACANCY NOTICE

ICT Technician (Digital Skills, Telecommunications & Cyber Security)

Total package value up to £34,636

(comprising of a salary of up to £17,458 per annum plus food and utilities allowances, free housing and other benefits)

About the role

We're looking for an ICT Technician to help drive AIG's transition to modern telecommunications and cloud-based systems. This role is central to enhancing digital capability across government, providing hands-on, on-island support to departments and at Two Boats School, and acting as the local point of contact for our external ICT service partner. You'll help staff confidently adopt tools such as Microsoft 365, Teams and other cloud-hosted platforms, supporting the rollout of modern, secure digital ways of working. A key part of the role will involve managing and supporting customer-facing telecommunications services. You'll assist colleagues in the provision of SIMs and eSIMs, help users with the activation, setup and ongoing management of mobile services, and act as the technical liaison between customer-facing teams and our telecommunications provider's online systems. This includes troubleshooting issues related to service sign-up, account maintenance and the end-of-service process. You will also play an important role in promoting cyber security awareness and good practice across AIG.

What you'll do

You will provide practical on-island support using a wide range of digital systems and services, including ongoing migration to cloud-based platforms. You'll work closely with remote engineers to deliver technical tasks requiring on-site access, set up secure user accounts and devices, apply authentication updates, and carry out physical checks, installations and configuration work. You'll also help build digital confidence across government by supporting and delivering learning sessions, enabling staff to use new systems safely and effectively. You will promote cyber security awareness and contribute to initiatives aligned with Home Office programmes and AIG policies. Additionally, you will manage and support customer-facing telecommunications services. This includes helping users with device setup, SIM/eSIM activation, troubleshooting mobile service issues, and resolving problems linked to service sign-up, account maintenance or end-of-service requests. You'll keep accurate records of telecoms stock, usage and service interactions, escalating complex issues where necessary. Full technical support and onboarding will be provided.

What you'll bring

You'll have solid ICT experience and be confident supporting users with a wide range of day-to-day technical issues. You'll be able to explain systems and processes clearly to colleagues with varying levels of digital ability, and you'll bring an enthusiasm for building digital skills and supporting organisational change. You'll have familiarity with Microsoft 365, cloud-based systems and ICT support environments, and ideally experience with mobile devices, SIM/eSIM activation or telecommunications services (though training will be provided). You'll also be proactive, organised, and have the ability to work independently as the on-island technical presence. A clean Class A driving licence is essential.

What we offer

In addition to an annual salary of up to £17,458 per annum (taxable on Ascension), the role attracts a two-year accompanied status contract and these benefits:

- Rent free furnished accommodation worth up to £3,000 pa (taxable benefit)
- An Accompanied status food allowance of £7,680 pa accompanied, or Single status £3,840 pa (taxable benefit)
- An electricity allowance worth £3,296 pa
- A water allowance worth £3,202 pa accompanied, or £1,921 single status
- Relocation costs for your personal effects, including assistance with shipment of a vehicle
- One mid-contract return journey to your country of recruitment
- A gratuity payable on the successful completion of a 2-year contract
- 30 days annual holiday (with additional 9 days public holidays)
- Free primary dental and medical care on island, with off-island referral if required, including medivac arrangements in an emergency.
- Free schooling for dependent children from 4 to 16 years.
- Free annual travel insurance
- Death in Service insurance

This appointment will be subject to:

- Satisfactory Employment References.
- Enhanced Criminal Records Check.
- Satisfactory Medical Clearance.

Closing date: 30 January 2026

Interviews: Interviews: Applications will be reviewed as they are received, and interviews by MS Teams may be scheduled before the application deadline.

Start date: as soon as possible

For more information, a full job description, and to apply visit: <https://www.ascension.gov.ac/lifestyle-and-employment/vacancies>

If you have any queries about the role, please email recruitment@ascension.gov.ac