

JOB IDENTIFICATION

Job Title: IT Technician

Department: IT

Written by: IT Manager

Title of Immediate Supervisor / Manager: IT Manager

No. of Direct Reports: 1

JOB PURPOSE

We are looking for a qualified IT Technician to join our organization. Our ideal candidate must have an in-depth knowledge of computer software/hardware and hands-on experience with a different variety of internet applications, networks, and operating systems. A good team player.

RESPONSIBILITIES AND DUTIES

- Serving as the first point of contact for IT support within the organization
- Set up IT equipment for new and existing users.
- Installation of PC hardware/software
- Check and maintain computer hardware such as mouses and keyboards.
- Install, configure, and manage software and their functions according to specifications across the organization.
- Develop and maintain local networks.
- Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software
- Troubleshoot to identify and resolve problems in a timely manner.
- Maintain records/logs of repairs and fixes for company IT assets.
- Maintain hardware and software inventory.
- Identify computer or network equipment shortages and place orders when necessary.
- Install and upgrade antivirus and other general software.
- Provide network and arrange network cable pulling from end to end.
- Provide quick and reliable solutions troubleshooting and resolve end-user issues.
- Installing, configuring, and maintaining software and hardware components of computer and network systems
- Diagnosing and troubleshooting software and hardware issues
- Repairing and replacing damaged computer and network components
- Supporting people whenever they encounter challenges with computers and network devices.
- In depth knowledge of internet security and data privacy principles
- Assist with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology.

JOB RELATED COMPETENCIES & SPECIFICATIONS SECTION

- Bachelor's or Diploma degree in computer science or engineering or related field, preferred.
- Technical Certification is an added value.
- Minimum of 3 – 4 years of experience in a similar role.
- Experienced and expertise in troubleshooting systems.
- Good understanding and knowledge of database and software installation.
- Proficient with MAC and OS.
- Excellent written and oral communication skills.

HR USE

Job Code:

Grade:

Pay Range:

Approved by:

HR:

Finance:

CEO :