

Job Description

Job title: IT Support	Grade Level: N/A
Work Location: MT2 – 5th Floor	Location: MT2 – 5th Floor
Division/Department: Information Technology	Location: MT2 – 5th Floor
Reports to: IT Manager	Supervisory Role: No
Employment Type: Full-time	Attendance Hours: M-F (8:30AM – 5:30PM / 9:30AM – 6:30PM)

Job Purpose: IT support officer will be responsible of maintaining the integrity of all computer workstations and associated software within the office by configuring computer systems, diagnosing hardware and software faults and solve technical and applications problems. The IT support will also be the main point of contact for employee who are experiencing computer issues.

Duties and Responsibilities:

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Replacing parts as required
- Setting up new users' accounts and profiles and dealing with password issues
- Testing and evaluating new technology
- Checking computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Install and configure appropriate software and functions according to specifications
- Conducting electrical safety checks on computer equipment
- Carry out any other duties within the scope, spirit and purpose of the job

Education and/or Work Experience Requirements:

- Bachelor's Degree in Computer Science, engineering or relevant field
- 2+ Years of proven experience as IT support or relevant position
- Understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles

Competencies:

- Strong sense of discretion and confidentiality
- Excellent diagnostic and problem solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills

