

JOB TITLE: IT INFRASTRUCTURE & TECHNICAL SUPPORT

VACANCIES: 01

SALARY SCALE: RG 6

REPORTS TO: NETWORK SYSTEM ADMINISTRATOR

JOB PURPOSE: To Instal, monitor and maintain servers and enterprise storage, including related software and hardware and networks of an organisation

DUTIES AND RSPOSIBILITIES

1. Keep computer systems running smoothly and ensure users get the maximum benefit from them
2. Instal and configure computer hardware operating systems and applications
3. Monitor and maintain computer systems and networks
4. Troubleshoot system and network problems, diagnosing and solving hardware or software faults
5. Support the roll-out of new applications and user requests for administrative systems
6. Set up new users' accounts and profiles and deal with password issues
7. Respond within agreed time limits to call-outs
8. Rapidly establish a good working relationship with customers and other professionals, such as software developers
9. Conduct electrical safety checks on computer equipment.
10. Maintains security of servers and storage by implementing proper security software and settings, updates and other appropriate security measures
11. Monitors server and storage health and performance; remediate issues detrimental to the health or performance of systems
12. Identifies recurring hardware and software problems and recommends plans for prevention and resolution
13. Ensures data security and availability through proper backup and verification procedures
14. Researches and tests new and emerging server and storage technologies. Ensure future infrastructure capacity through recommendations to the Coordinator of Technical Services
15. Assists in IT hardware and software rollouts, including PCs, printers, phones, other IT resources
16. Other duties as assigned

QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree in a computer related field
2. Relevant certifications
3. Five years of progressive responsibility in an enterprise computing / infrastructure support role
4. Experience supporting end-user IT hardware and software
5. Knowledge of IT security principles

COMPETENCES:

1. Strong IT Infrastructure Domain knowledge.
2. Good Problem-Solving skills.
3. Decision-making ability.
4. Good communication skills especially if the role is a client facing role.