IT TECHNICAL SUPPORT OFFICER

Requirements for appointment

1. Diploma in IT/Computer science
2. 3 years' experience in IT support(preferably Sacco environment)
3. A+ Certification,security+certification
4. Experience in LAN and internet security including limiting access to unauthorized sites
5. Knowledge of enterprise data base management (Ms SQL server/oracle) – back up and restoration.

Duties and responsibilities

1. Reporting to the manager the It officer will be in charge of the It function of the Sacco
2. Install and configure computer hardware operating systems and applications
3. Monitor and maintain computer systems and networks
4. Support roll out of new applications
5. Set up new user's accounts and profiles and deal with password issues
6. Trouble shoot system and network problems, diagnosing and solving hardware or software faults
7. Provide support, including procedural documentation and relevant reports.
8. Replace parts as required.
9. Follow diagrams and written instructions to repair a fault or set up a system
10. Talk staff or clients through a series of actions, either face to face or over the phone, to help set up the systems or resolve issues
11. Rapidly establish a good working relationship with customers and other professional's, such as software developers.
12. Work continuously on a task until completion (or referral to third parties, if appropriate)
13. Test and evaluate new technology.
14. Conduct electrical safety checks on computer equipment