IT Technical Staff

The IT staff is responsible for networking, maintenance, hardware maintenance and, software and hardware troubleshooting. They must recommended systems for control labs, as well as computers for all users in difference offices.

A. RESPONSIBILIITIES:
The IT Technical Staff assumes the overall responsibilities as follows:

- Provide technical support to computer users; identify and fix problems, monitor computer configurations, install hardware and software;
- Make recommendations as to system needs including lab control system;
- Train users on hardware and software applications and serves as resource on technical questions;
- Check daily and weekly IT procedures and report them regularly to IT Director;
- Design and implement prevention maintenance for all hardware and software;
- Claim suppliers for any Software/Hardware conflicts;
- Develop and adapt any ideas that bring IT services to a higher level;
- Other tasks as assign by the IT Director.

B. QUALIFICATIONS:
Bachelor Degree in Computer Science or Information Technology with 2 years working experiences in the above mentioned scope of work.

i. Knowledge
- Strong knowledge hardware monitor, motherboard, power supply repairing and software installation;
- Can setup computer network LAN, WAN, configure router, wireless network;
- Knowledge Windows Sever 2003, Linux, Mail Server, Firewall Server, Anti-Viruses Sever;
- Be able to communicate in English.

ii. Skills
- Trouble Shooting and Support
- Listening skills
- Know-How skills
- Management Information System

iii. Personal Attributes
- Honest and trustworthy
- Respectful

- Possess cultural awareness and sensitivity
- Flexible
- Demonstrate a sound work ethic

C. REPORT LINE
This position reports to the Director of IT.