



Doc. NO.: JD-IT Support Engineer

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JOB DESCRIPTION

1.0 GENERAL

Title: IT Support Engineer
Department: Information Technology
Reports To: CFO

2.0 POSITION SUMMARY

Responsible for providing PC; server hardware and software support as well as technical training. Ensure that network is running at optimum speed and efficiency through monitoring and optimization. Also responsible for installing, configuring and documenting network systems. Will also administer, maintain, secure, support and recover network systems as well as plan, coordinate, design, test and implement technical solutions.

3.0 ESSENTIAL ROLES and RESPONSIBILITIES

- 3.1 Responsible for the integrity of the network
- 3.2 Ensuring the smooth running of all IT systems in the organization
- 3.3 Maintains and operates network monitoring and diagnostic equipment for capacity planning, maintenance and diagnostic purposes
- 3.4 Perform technical analysis of software, hardware, and network systems
- 3.5 Provide technical support regarding network operations, problems and malfunctions
- 3.6 Serves as a technical liaison for the user community
- 3.7 Track prioritize and document requests using an IT support request system
- 3.8 Install and configure new computers and other IT equipment
- 3.9 Implement and oversee IT system security in the organization to ensure safety of data and IT systems
- 3.10 In charge of proper storage of all company data including archiving of records and back-ups
- 3.11 Identify problems and repair printers, copiers and scanners
- 3.12 Keep track of and order IT supplies and equipment e.g. blackberries, cables, adapters etc.
- 3.13 Maintain good working relationships with IT vendors
- 3.14 Perform regular updates on servers
- 3.15 Communicating with top management in regards to IT related issues.

4.0 OTHER ROLES and RESPONSABILITIES

- 4.1 Perform other assignments/job duties as directed;
- 4.2 Willingness to learn new technologies and maintain industry knowledge.

5.0 EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- 5.1 Bachelors Degree(preferably engineering related), or equivalent experience
- 5.2 Computer Hardware and software knowledge
- 5.3 Good knowledge of computer security systems
- 5.4 Good skills in computer networking and troubleshooting
- 5.5 Sonic Wall, Exchange 2010, VPN Support/Troubleshooting, MS Office 2003 2007 2010, Adobe Pro, Windows XP, Windows 7, Server 2003 2008, Active Directory, Symantec Backup Exec, AVG Anti-viruses, Terminal Servers, Blackberry/BES Support