

**Department:** ICT Unit

**Reports to:** ICT Supervisor/In charge

**Employment status:** Full Time

**Qualification:** Associate degree or at least 2 years of related work experience

**Duties & Responsibilities:**

- Assist the IT Supervisor in overseeing the system MIMRA's daily operation and ensures that all organization's technology runs smoothly and efficiently. In charge on maintenance of hardware (computers, printer's and etc.)
- Provide support for IT components and applications widely used in MIMRA operations
- Provide technical support with various hardware and software skills
- Provide support staff and work Collaboratively with the ICT team in the delivery of IT services across all users
- Perform system, wide help desk functions, Application, Insight support and software support
- Aid in providing support and setup for video conferencing session request
- Aid in providing support and setup for presentations and network setup for this request
- Answer phone calls pertaining to technical and user issues, log and input tickets
- Assist Manager with development projects, maintenance and operations
- Responsible for hardware/software updates, repair and technical support type issues
- Ability to setup network devices to provide necessary connectivity to other locations
- Provide solutions to users in application, network and technical problems
- Respond to on call after working hours and perform troubleshooting solution in regards to problem
- Provide assistance pertaining to email requests and phone request help type and instructions
- Setup various accounts for a user depending on location of work and access assignment
- Responsible for day-to-day help desk tasks to improve workflow

**Minimum Qualifications:**

- Degree or certificate from an accredited institution of study
- At least 2 years of experience in the field of IT or Technical Support Service
- Hardware knowledge and troubleshooting skills
- Wide range experience in Microsoft Windows 7, 8, 10 Pro, 11 Pro Microsoft applications or suite of products.
- Network experiences (CAT5/CAT6, cabling/termination, LAN support), PC Hardware knowledge and troubleshooting skills.
- Communications and training ability.
- Experience with various software for PCs and servers, support experience, ability to adapt and be very flexible to demands of the positions.
- Must have ability to be mobile and walk distances throughout the office some activities will involve climbing and crawling through narrow spaces and various areas of the MIMRA for cabling.