



IT TECHNICIAN

POSITION PURPOSE:

The Information Technology (IT) Technician will report to the IT Administrator and is expected to specialise in the retrieval, storage, and transmission of data.

The IT Technician will be responsible for diagnosing technical issues as well as the creation of computer generated graphics and conducting computer, printer, and cell phone repairs.

DUTIES AND RESPONSIBILITIES:

1. Assists in the installation and configuration of computer hardware and software.
2. Troubleshoots hardware and software-related problems and takes appropriate corrective action.
3. Troubleshoots printing problems and takes appropriate corrective action.
4. Troubleshoots problems with cellular phones and takes necessary corrective action.
5. Assists with the maintenance of the computer network system to avoid the occurrence of hardware or software issues.
6. Assist in ensuring the computer network's security, which will normally involve virus and malicious software prevention and removal.
7. Provides helpdesk services in conjunction with the IT Administrator in accordance with established standards and procedures and prepares reports on same.
8. Prepares reports on all repairs and maintenance work carried out, as required.
9. Assist in the development, monitoring and maintenance of an effective disaster recovery plan.
10. Assist in updating and maintaining the company's website.
11. Creates computer graphics for media and company's website.
12. Assists with the development and implementation of data security procedures.
13. Makes recommendations on required software training for staff, based on observations whilst carrying out duties.
14. Performs related duties as may be required from time to time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of computer hardware and software.
- Excellent problem solver.
- Highly organised.
- A confident communicator.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- CompTIA A+ Certification, Certification in web design.
- Minimum of two (2) years' experience in computer operations with hands on experience in computer repairs.
- Experience with cell phone and printer repairs and computer graphics will be considered assets.

ONLY SUITABLE APPLICATIONS WILL BE ACKNOWLEDGED