

<u>JOB DESCRIPTION</u> CONTRACTUAL POSITION	
JOB TITLE: NETWORK SUPPORT TECHNICIAN	
JOB SUMMARY:	
The incumbent is required to provide a variety of user support functions including computer hardware, software and peripheral support, audio/visual equipment and telephony support within the Information Technology Unit/Division of a Ministry/Department.	
REPORTS TO:	Information Technology Manager
SUPERVISION GIVEN TO:	N/A
DUTIES AND RESPONSIBILITIES:	
<ul style="list-style-type: none"> • IT technical support within a Ministry/Department • Working with the Service Desk to resolve issues logged by end-users within the required service level parameters. • Providing 2nd level support for all hardware and software through phone and remote access support. • Escalating service interruptions that are on-going. • Performing hardware and application software trouble-shooting, testing, and issues resolution. • Working with infrastructure and application teams to resolve issues in a timely manner and with minimal disruption of business. • Following up to resolve issues at root-cause level to prevent recurrence. • Staging and configuration of infrastructure to new stores. • Providing input for the creation of additional service level requirements to address field support issues as they arise. • Documenting issues, the events leading up to them, and steps taken for their resolution. • Coordinating 3rd party resources, POS and other hardware repair and Service Desk to ensure that POS systems are available within the agreed business SLAs. • Taking initiatives to continually develop local site knowledge. • Maintaining up to date documentation on store systems and infrastructure. • Performing other related duties as required. 	
KNOWLEDGE, SKILLS AND ABILITIES	
KNOWLEDGE:	<ul style="list-style-type: none"> • Knowledge of Microsoft Windows Server Environment. • Knowledge of Network Security, including WEP and PEAP.

SKILLS AND ABILITIES:

- Strong interpersonal and human relations skills.
- Must have background in supporting various computer hardware peripherals and software.
- Strong customer service skills.

MINIMUM EXPERIENCE AND TRAINING:

- Associate Degree in Computer Science or Information Technology with specialisation in Data Communications, accompanied by professional qualifications in Network Administration, for example, MCSE or Certified WLAN Administrator, or any equivalent combination of experience and training.
- Two (2) years' experience in Client Server Environments.
- Two (2) years' experience in the use of Exchanger Server.
- Experience with UNIX and LINUX networks will be considered an asset.