VACANCY

COMPUTER SERVICE TECHNICIAN (CONTRACT)

The Computer Services Technician (CST) will be responsible for the overall health and performance of the all end users systems.

DUTIES & RESPONSIBILITIES: The incumbent will be required to:

1. Install and maintain end-user hardware and software
2. Maintain and execute Disaster Recovery Procedures, ensuring that e TecK is able to recover from the incident immediately
3. Provide support for application developers and assist Network Administrator in any network related issue as requested
4. Assist in the implementation of end-user system audits, and continuously monitors for conformity in accordance with company policy.
5. Responsible for the procurement of end user systems, devices and peripherals in a timely manner.
6. Responsible for the Administration of the Help Desk Management System.
7. Work and interact with vendors, providers and contractors as required
8. Maintain the Licenses' Inventory for all Licenses and the ICT Asset Inventory
9. Provide On-call support for midrange software and hardware problems, responding to internal user request and queries
10. Provide front line support and administration for Network Infrastructure Problems affecting end users as needed.
11. Responsible for the onboarding and exiting of employees
12. Meet financial requirements by submitting information for budgets and monitoring expenses
13. Provide reports as required
14. Comply fully with the Company's policies and procedures, safety policies and procedures, Core Values and Charter of Business Ethics
15. Perform any other duties as required by the job function

MINIMUM REQUIREMENTS:

1. Diploma Computer Science
2. Bachelor's Degree in Computer Science will be an asset
3. Three (3) years working experience in similar capacity
4. Certification in ICT standard networking and systems products will be an asset
5. Certification in Project Management will be an asset

Or any other equivalent combination of qualification and experience.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of Microsoft Productivity Suite
2. Good knowledge of Windows Operating System and Structured Cabling Systems
3. Demonstrated knowledge in Unified Communications
4. Demonstrated knowledge of Antiviruses and other security software and tools
5. Demonstrated knowledge of Windows Server and Active Directory environments
6. Excellent knowledge of system fault detection and resolution skills
7. Ability to manage multiple activities simultaneously, and complete project tasks on time
8. Excellent written, verbal communication and presentation skills
9. Problem Solving and Analytical Thinking Skills
10. Strong interpersonal skills.

All interested suitably qualified applicants should submit their resumes by October 31, 2022.

Unsuitable candidates will not be acknowledged.

To	**careers@eteck.co.tt**
Subject:	**Vacancy – Computer Service Technician (Contract)**