**JOB DESCRIPTION OF IT- INTERN**

Educational Qualification :

1. Candidate must have bachelor’s degree in IT/Computer Application/Electronics & Communication

Competencies:

1. Microsoft Certified System Administrator
2. Linux Administrator
3. Plan and organize work to meet priorities and timelines.

Job Summary:

1. Responsible for Research, recommend, install, configure, upgrade and administer hardware and peripherals to achieve operational requirements and project specifications.
2. Responsible for performing daily backup operations
3. Responsible for Manage user accounts, creating, updating and removing access as necessary.
4. Responsible for constant monitoring and assessing systems to make sure that processes are operating as designed.
5. Responsible for Troubleshoot errors and fix system issues via periodic testing, help desk tickets, and other methods.
6. Responsible for Creation, maintenance of software and hardware inventories.
7. Responsible for service and maintenance infrastructure equipment within department and for other departments.

Essential Duties, Responsibilities:

1. Installing new hardware (computer workstations, Printers, Access Points etc)
2. Explaining user IT Policy and Training staff on new systems, and IT procedures
3. Configuring user accounts, permissions and passwords.
4. Updating Software’s and firmware
5. Assists with the administration and maintenance of the telephone system, including VoIP Phones.
6. Provide backup technical support for network including router, firewall, and wireless access point.
7. Sets up computers for new users and ensures delivery of equipment to users in different locations if necessary.
8. Provides training and guidance to personnel and users regarding the use of assigned systems and help in preparing related training materials.
9. Prepares and maintains records and reports related to assigned activities as required
10. Maintain IT Minimum hardware stock
11. Consult with vendors, perform research and evaluate products to assist in the selection and purchase of equipment and installation or upgrade of systems.
12. Operates various office equipment as assigned including a computer and assigned software.
13. Assists with performing duties related to general networking, computer and other technological support as needed

Requirements /Knowledge in:

1. Operating systems Windows 7/10/2012/2016
2. Image deployment, including application delivery, inventory tracking.
3. Understanding of LAN/WAN networking
4. Networking concepts, practices and troubleshooting techniques.
5. Record keeping procedures.
6. Knowledge of Internet protocols (DNS, DHCP, HTTP, SMTP).
7. Basic Knowledge of firewall, end point security Web filters, Application control policy.
8. Knowledge of MS outlook other E-mail clients.

Ability to:

1. Communicate effectively in both oral and written form.
2. Develop and maintain effective working relationships with staff, users, administrators and vendors.
3. Design, install, maintain, and document network hardware, software and operating systems.
4. Maintain accurate records and files
5. Provide training to users and personnel on assigned systems.
6. Perform work in a virtualized environment and manage computers remotely.

Behavioral Competencies:

1. Must have good Communication skills (English and Local Language)
2. Must have good Planning and Organizing skills
3. Must believe in Teamwork.
4. Accepts responsibility / accountability.