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IT Support Officer



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Job Summary

Perform tasks assigned by the IT Manager.

- **Minimum Qualification:** HND
- **Experience Level:** Mid level
- **Experience Length:** 3 years

Job Description/Requirements

Responsibilities:

- Assist in preparation and installation of software and peripheral devices.
- Assist in diagnosis and resolution of software, hardware, network issues.
- Perform minor maintenance to equipment such as cleaning printers

Application instructions for this job can only be seen within the job description.

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equipment such as cleaning printers, switches, routers, modems etc.

- Monitor and Manage company's UMT (IDS, IPS, access control list and traffic monitoring), EDR
- Maintain the IT Assets Register according to company's IT Policy.
- Monitor and ensure that internet access is restricted to exclusions and anti-virus management.
- Ensure backup internet connectivity is always active.
- Keep records of the IT office's operations.
- Any other tasks assigned by the IT Manager or Senior Management.
- Configure and support VLAN, VPN and Remote Access Technologies
- Enforce guidelines/principles/policies for the operation of the network services and provide secure, reliable, and efficient LAN/WLAN/WAN services
- Ensure efficient network management and monitoring using a range of network management suites.
- Configuration and maintenance of CCTV infrastructure
- VOIP Technology setup and support (e.g. avaya, grandstream, 3cx, etc.)

Educational Requirements:

- Higher National Diploma
- A Bachelors' Degree in Information Technology is an advantage.

Skills / Attributes

- Hard working and driven;
- Excellent communication skills;
- Excellent knowledge of information technology principles;
- Positive attitude;
- Honest and reliable;
- Accurate and fast worker;
- Good customer service and interpersonal skills;
- Neat and organized person.
- Thorough knowledge of a holistic data networking and communication realm and emerging technologies for network monitoring and threat mitigations
- Thorough knowledge of the OSI and TCP/IP model
- Good knowledge of technologies and security protocols such as Remote Access, Proxies,
- VPN, Firewall, UTM, EDR, WAF, DNS, DNSSEC and Data Encryption concepts
- Good Data Communication concepts for secure LAN, WLAN and WAN deployments
- Windows Server support , Virtual Machine support, Microsoft Azure and Office365 support

All applicants should forward their application letters and CVs to ghanavacancies1@gmail.com

How to Apply?

Please manually apply for this job using the details below:

All applicants should forward their application letters and CVs to

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