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| **Job Title** | **IT Assistant** |
| **Department/section** | **IT Department** |

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| **Reporting Structure** |
| **Reports to IT Technical** |
| **Reporters on Computer maintenance issues, Network Devices issues, Cameras issues, GPS issues, System issues** |
| **Job Summary** |
| **Responsible for installing and maintaining computer system, Cameras & Networks Devices, Provides technical assistance and training to users.** |

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| **Duties & Responsibilities:**   * Check Devices CEO Office. * Provide users support and technical issue resolution via direct contact or via E-Mail, phone and other electronic medium. * Configuration of user's equipment to connect to the system, application servers and to the Internet * Provide training to users in the use of system and applications * Obtain general understanding of OS and application operation related to the company. * Identify and correct or advise, on operational issues in users computer systems. * Provide and follow up technical support and maintenance to computer hardware & software. * Keep records about computer hardware and software inventory. * Configures and install routers and switches in accordance with company standards. * Works in conjunction with Network administrator to support company wide communication needs. * Troubleshoots Cameras & network usage and peripheral issues. * Maintains data and Network connections. * Support telephone hardware, software & network * Maintain record of maintains work and Equipment repairs. * Installs hardware & software or adjusts settings in order to fix machine malfunctions or maximize efficiency. * Communicate with users concerning equipment operation, maintenance and technical support. * Maintain records of maintenance work and equipment repairs * Support Help Desk service. |

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| **Job Specifications** (Credentials and Education) |
| * B.sc. in computer or communication is recommended * 3 years as technical support engineer * Certifications: A+, MCSE, CCNA, is recommended * Able to work independently and efficiently to meet deadlines. * Able to promptly answer support related email, phone calls and other electronic communications. * Self motivated, detail-oriented and organized. * Experience with hardware and software issues. * Proficient in Internet related applications such as E-Mail clients, FTP clients and Web Browsers. * Excellent communication (oral and written), interpersonal, organizational, and presentation skills. * Experience with: Different types of PC laptops, printer, scanner, and other computer equipment maintenance, and troubleshooting. * Experience with: installing operating system, system and application programs, computer security |
| **Work conditions** |
| **Outdoors & Indoors conditions** |

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| **prepared by** |  | |
| **Date :** |  | |

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| **Approved by** |  | |
| **Date :** |  | |

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| **Last Updated date :** |  |

**Job Holder Name:** …………………………………………….. .

**Signature:** …………………………………………….. .

**Date:** …………………………………………….. .