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

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| **Reporting Structure** |
| **Reports to Senior IT, Project Manager, GRC Team.** |
| **Reporters on Servers, PCs, Network Devices, Cameras, GPS, System, Backup Plans,** |
| **Job Summary** |
| **Install and maintain (LAN, WAN, hardware, Software technologies and Other communication equipment).** |

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| **Duties & Responsibilities:**   * **Assist personnel with installation, configuration and ongoing usability of system hardware and software.** * **Offer daily operations and systems support to personnel.** * **Verify functionality of hardware and software components.** * **Troubleshoot hardware and software issues in person, remotely and via phone.** * **Assist employees with computer problems and answer their questions.** * **Support telephone hardware, software & network.** * **Maintain record of maintains work and Equipment repairs.** * **Conduct daily network backup operation.** |

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| **Job Specifications** (Credentials and Education) |
| * **Bachelor’s Degree in Computer Science or related field.** * **3+ years’ experience in computer networks and systems maintenance.** * **2+ years’ experience on network operating systems.** * **Knowledge about circuit boards, processors, chips, electronic equipment and computer hardware and software.** * **Knowledge about operating system and applications.** * **Ability to meet deadlines and manage stress effectively in high-pressure situations.** * **Understanding of IT principles and an ability to communicate technical concepts effectively to a varied audience.** * **Strong sense of discretion and confidentiality required.** |
| **Work conditions** |
| **Indoor & outdoors 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: ………………....………… .**

**Signatur: ………………....………… .**

**Date: / / .**