JOB TITLE	IT Support Technician	DEPARTMENT	Network Services
JOB GRADE		LOCATION	POS Vic Sq
Supervisor	IT Supervisor	DATE	January 2011

IT Support Technician
Job description

SUMMARY AND BASIC JOB FUNCTION:
Under minimum supervision, operates in a team driven support focused environment that you will be a team player in an environment where creativity is encouraged. The incumbent will be required to troubleshoot and resolve issues relating to Computer software, hardware, Internet and Network related issues. Also he/she may be part of IT related projects for Columbus Communications Trinidad.

Primary Responsibilities:

- Supporting Users and Troubleshooting Desktop/Server Applications needed for their required job function.
- Investigates, analyzes, and resolves complex hardware problems on computer systems; performs advanced hardware repairs, maintenance, technical assistance, and support on a wide range of PC-based computers and peripherals.
- Analyzes and resolves problems on computer applications and systems for employees across all departments; provides a wide range of in-depth technical assistance to departmental user support staff
- Provides advanced technical assistance, support, and troubleshooting in the resolution of system failures and conflicts.
- Evaluates existing computer systems hardware, and performs system upgrades, based on end user requirements; installs, integrates, customizes, configures, and tests new systems and hardware; resolves configuration conflicts and errors
- Provides general and in-depth technical guidance, assistance, and maintenance support to end users, as requested, on diverse software applications, operating systems, and hardware systems; maintains a high standard of customer service in dealing with and responding to questions.
- Researches, analyzes, and recommends appropriate computer hardware for customized computer configurations.
- Answer staff questions in person, via email, messenger and phone on all IT supported applications
- Troubleshoot computer problems and determine source of computer problems (hardware, software, user access, etc.).
- Work one-on-one with staff to troubleshoot any problem if needed.
- Ensure that all users are provided with computer systems that are in good working condition and ensure that they are supplied with all necessary equipment needed for their required job function.
- Log tickets based on all problem issues and requests made to help desk.
- Keep track of all IT Helpdesk tasks and requests that sent via email
- Acquire, report repair request and order equipment from equipment vendors.

- To provide an interactive I.T presence within the company and to ensure that all I.T Helpdesk tasks are completed and all requests are passed on for approval and followed-up.
- Keep track of all I.T related equipment
- Prep equipment for employees' i.e. software and hardware installations on equipment for users.

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Essential:
- A+ , Net+ Certification
- 6 Ordinary Level General passes including English, Mathematics and Computer Science
- Minimum of one year experience with duties and responsibilities specified.
- Excellent verbal and written communications and interpersonal skills.
- Technical knowledge (including development, maintenance and troubleshooting) of Internet networking and multiple Internet applications such as email, browsers, ftp etc.
- Technical Knowledge of Computer software and hardware troubleshooting.
- Working knowledge of - MS Word, Excel, Access, Power Point.

Desirable:-
- Sharp Troubleshooting skills in Computer software/hardware related issues .
- Report writing and documentation skills conducive to both technical and non-technical audience.
- Bachelor Degree Computee Science or related field

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to diagnose and rectify a wide range of computer hardware and software problems.
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users.
- Ability to install and configure computer systems, hardware, and peripherals.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of customer service standards and procedures.
- Ability to work efficiently and independently with minimal or no supervision (i.e. self-motivated and willing to stretch to meet important deadlines).
- Ability to function in a fast paced environment.
- Punctual, regular and consistence attendance.
- Ability to communicate effectively, both orally and in writing.
- Ability to Prioritize tasks/projects for self also a team player

This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.

Salary will commensurate with qualifications and experience