

JOB PROFILE

Job Title : IT Technician - Intern
Grade :
Site/Office : Corporate Office Information and Technology Management

CRITERIA

Key Responsibilities:

1. Technical Support:

- Assist in providing technical support to end-users regarding hardware, software, and network issues.
- Troubleshoot laptops, printers, and peripherals to resolve technical problems promptly.

2. Installation and Maintenance:

- Assist in the installation, configuration, and maintenance of computer hardware, operating systems, and applications.
- Ensure all IT equipment is set up correctly and functioning properly for users.

3. Support Desk Operations:

- Provide technical support, manage and prioritize incoming support tickets, ensuring timely resolution according to service level agreements (SLAs).
- Document and escalate issues to senior technicians or appropriate teams as needed.

4. Network Support:

- Assist in basic network troubleshooting tasks, such as checking connectivity, resetting passwords, and configuring devices.
- Learn about network infrastructure components and contribute to their maintenance and optimization.

5. Security Management:

- Ensure applications and platforms are secure and compliant with company policies and industry standards.
- Implement security measures, including access controls, encryption, and monitoring.

6. User Training and Documentation:

- Create user guides and documentation for IT systems and procedures.
- Provide basic training to users on software applications and IT best practices.

7. IT Asset Management:

- Assist in tracking and managing IT assets, including inventory management and asset tagging.
- Learn about asset lifecycle management processes and contribute to maintaining accurate records.

8. Collaboration and Learning:

- Work with project teams to ensure successful deployment of new applications and platforms.
- Collaborate and communicate with operations system users on systems policies and procedures.
- Actively seek opportunities to learn new skills and technologies related to IT support and infrastructure.

<p>KNOWLEDGE/ COMPETENCE What skills, knowledge, and/or attributes are necessary to perform the role?</p>	<p>Technical Skills:</p> <ul style="list-style-type: none"> • Proficiency in installing, configuring, and troubleshooting software applications and platforms. • Basic understanding of computer hardware, operating systems (Windows, macOS), and software applications. • Familiarity with networking concepts and protocols. • Familiarity with troubleshooting tools and techniques for IT systems. • Basic Programming Skills <p>Soft Skills:</p> <ul style="list-style-type: none"> • Excellent communication skills, both written and verbal, to interact effectively with users and team members. • Ability to work independently and as part of a team. • Strong attention to detail and organizational skills. • Time management and organizational skills to prioritize tasks and meet deadlines in a dynamic work environment. 	
<p>QUALIFICATION AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Diploma in Information Technology or a related field (or equivalent experience). • Eagerness to learn and grow in the field of IT support and technology. • Prior internship or coursework experience in IT support is a plus but not required. 	
<p>Authorised Incumbent</p>	<p>Date</p>	<p>Signature</p>
<p>Authorised Line Manager</p>	<p>Date</p>	<p>Signature</p>
<p>Authorised HR Manager</p>	<p>Date</p>	<p>Signature</p>