

Junior IT Technician

Required Qualifications & Accreditations:

Minimum A+ and N+
MCSE or equivalent will be an advantage
University degree or diploma will be an advantage
B.SC Computer Science or Information Technology Degree will secure

Minimum of 2 years' experience in desktop support environment with strong trouble shooting skills and a good telephone manner are a necessity.

A driver's license and own transport is a necessity.

Technical support

Provide telephonic and on-site support to clients
Ability to interact with new clients and existing clients
Installation, support and trouble-shooting of Windows XP, Vista and 7 operating systems
Installation and support of client applications including Microsoft Office, Microsoft Outlook client and other business related applications
Updating and installing computer drivers
knowledge and trouble-shooting skills of desktop and notebook hardware
Knowledge of network connectivity
Knowledge of the Internet and the related protocols.
Printer installations as well as resolve any printer related problems
Basic knowledge of workgroup and domain networks

Software support

Basic ability to research, install and test new software

Hardware support

Receive and setup of hardware
Diagnose and troubleshoot hardware failures where required
Check new computer equipment and install accordingly
Liaising with external support agencies to resolve faults speedily
Liaise with the designated personnel responsible for keeping the inventory
Maintain computer peripheral equipment e.g. printers, scanners, projectors and whiteboards
Maintain wired and wireless networks, desktops, laptops and server computers
Provide technical support for hardware and software issues in the office
Basic ability to do network cabling and connections

Network Maintenance

Ability to carrying out routine network maintenance tasks

Administrative

Ability to document and update desktop installation procedures
Adhere and action daily/ monthly checklists
Weekly/monthly reporting where necessary