

## **Senior IT Technician**

### **Required Qualifications & Accreditations:**

A+, N+, MCITP / MCTS / MCSE or equivalent certification will be an added advantage  
University Degree or Diplomas in I.T infrastructure, software development and or system / network administration or equivalent certification will be an added advantage  
B.SC Computer Science or Information Technology Degree will secure

Minimum 5 -10 Years of experience in an IT infrastructure environment or similar environment 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  
Advanced knowledge and trouble-shooting skills of desktop and notebook hardware  
Advanced Knowledge of network connectivity  
Advanced Knowledge of the Internet and the related protocols  
Advanced Knowledge of network routing  
Advanced knowledge of Server installation and setup  
Knowledge of Network LAN and WAN design, development and maintenance  
Project planning and implementation will be an advantage  
Database design support and maintenance will be an advantage  
Ability to understanding customer IT requirements and develop and implement the necessary solutions  
Strong passion and affinity for technology with the ability to quickly learn  
Driven individual

### **Software support**

Deploying software  
Researching, installing and test new software  
The ability to develop both application and web based software is an advantage  
Experience with or knowledge of database structures such as Oracle, Access, SQL Server, MySQL or similar database server environments.  
Experience with or knowledge of application development languages such as PHP, ASP, HTML, C++, Visual Basic, .NET or similar tool sets.

### **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  
Network cabling and connections

### **Network management**

Design, develop, implement and manage I.T. infrastructures

### **Administrative**

Manage a team of technicians

Manage client I.T. infrastructures

Assist in client management tasks

Adhere and action daily/ monthly checklists

Weekly/monthly reporting where necessary

Demonstrated decision –making skills in a fast-moving, team-based environment

Manage New projects and Task Requests from Customer (in conjunction with Project managers/ administrators where relevant)