

# IT Technician

## Job brief

We are looking for a qualified IT Technician that will install and maintain computer systems and networks aiming for the highest functionality. They will also need to “train” users of the systems to make appropriate and safe usage of the IT infrastructure.

As a successful IT Technician you must have a thorough knowledge of computer software and hardware as well as a variety of internet applications, networks and operating systems. Great troubleshooting abilities and attention to detail are also a must.

The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability.

## Responsibilities

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- Install and configure appropriate software and functions according to specifications
- Develop and maintain local networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance without deterring others from completing their work
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Maintain records/logs of repairs and fixes and maintenance schedule
- Identify computer or network equipment shortages and place orders