GUYANA WATER INC.

JOB DESCRIPTION

JOB NUMBER:

JOB TITLE:	**Operations and Systems Support Technician**
LOCATION:	**Head Office**
DEPARTMENT:	**Information Communication & Technology Department**
REPORTS TO:	**Operations and Systems Support Supervisor**
SUPERVISES:	**No supervisory responsibility**
PURPOSE:	To provide operational and technical ICT support to the computing staff of the Guyana Water Incorporated (GWI) in order to enable the various functional and operational departments and areas to operate more effectively and efficiently.

MAIN DUTIES AND RESPONSIBILITIES

1. To provide first and second line helpdesk and technical support to all computing staff, divisions, units and departments of the Guyana Water Incorporated (GWI end-users); to assist them with hardware, software and telecommunications problems (technical and operational) via phone, email and/or in person.

2. To install, configure and to make operational computers and peripheral equipment such as printers, digital cameras, PDAs and Loggers and supporting software, on the GWI network, in accordance with GWI's ICT standards and ICT Policies.

3. To identify and localize software application, network and hardware malfunctions and take appropriate actions (by first reporting matters to the Technical Support Supervisor); to resolve issues to ensure data/system integrity and availability.

4. To maintain Incidence Handling logs of all support queries, problems resolved and outstanding incidences.

5. To assist the Data Communications and Network Manager in capacity planning, network planning and in the analysis, design, development, testing and the installation of workstations, operating systems and networks resources.

6. To monitor installed products, services and equipment to identify when any is nearing "end-of-life" and to notify the Technical Support Supervisor.

7. To provide information to the Technical Support Supervisor for the phasing out/replacement of equipment as necessary.

8. To assist the Technical Support Supervisor to plan and implement preventative maintenance schedules of all ICT equipment.

9. To maintain inventory of ICT equipment and software.

10. To maintain Antivirus software on client computers and maintain log of updates.

11. To maintain current releases of all software on client computers

12. To maintain documentation of all newly installed technologies and configurations

13. To contribute to the documentation of standard operating procedures in order to streamline processes and facilitate consistency and efficiencies in GWI.

14. Go on-site at Divisions regularly, to assist with workstation/LAN installation and problems resolution

15. Work with divisions, units and departments to ensure smooth operations of ICT systems

16. Performs other related duties and responsibilities consistent with the purpose and level of the post

QUALIFICATIONS & EXPERIENCE

Education:

1. Diploma in Computer Science or Computer Systems Technology. One or more related supplemental professional qualification will be advantageous.

or

2. A combination of professional/technical qualification and experience that may be reasonably substituted for the Academic qualification. Demonstrable evidence of successful experience as a Help Desk or Technical Support Officer will be advantageous.

Experience:

Three (3) years and current experience as a Help Desk or Technical Support Officer of a medium to large sized organization using current ICT technologies.

Skills and Competencies:

The effective IT Technical Support Officer must be able to demonstrate:

1. Self-motivated with attention to detail

2. Strong knowledge of Microsoft based operating systems with emphasis on Windows 2003 / XP / Vista

3. Good working knowledge of computer software, hardware and networks

4. Excellent interpersonal communications skills

5. Organizes workload, sets priorities and works within deadlines

6. Ability to work independently and in a team environment

7. Experience with using and troubleshooting Outlook within a network environment (permissions, calendar sharing, delegation)

8. Experience with using and troubleshooting Microsoft Office Suite with emphasis on MS Word, MS Excel and MS PowerPoint.

9. Competence in the set-up and configuration of PC hardware and interconnecting nodes on a network.

10. Maintains confidentiality of information