

Job Title	<ul style="list-style-type: none"> IT Officer
Job Grade / Level	<ul style="list-style-type: none"> Officer
SBU / Function / Business Area	<ul style="list-style-type: none"> ROEA
Reports To/Line Manager	<ul style="list-style-type: none"> IT Manager
Full/part time	<ul style="list-style-type: none"> Full Time
Language requirements (if applicable)	<ul style="list-style-type: none"> English
Job Purpose / Main Accountabilities:	<p>The IT Officer will be required to provide an effective and efficient support services to IT users in order to drive the business. The incumbent will be primarily responsible for the following:</p> <p><u>Main Accountabilities</u></p> <ul style="list-style-type: none"> Install, configure and maintain the network. Administer Microsoft Windows Active Directory on Windows 2008 R2 Platform. Support and administer Messaging and Collaboration with cloud hosted solutions such as Google Apps / Hosted Exchange. Support and administer CRM and ERP support on ASP.NET and PHP. Maintaining and supporting dedicated cloud hosted external and internal web sites and portals. Ensuring system and standards are developed and observed. Providing operational support and management of networks. Assisting IT Manager with ICT policies and procedures. Carrying out all daily administration matters, including monitoring system performance, ensuring successful backup procedures and developing / implementing disaster recovery. Strong Service provider and vendor Management Skills.
Technical Skills/Competencies	<p>Competencies:</p> <ul style="list-style-type: none"> Ability to work on own initiative – ability to assert one’s influence over events in order to achieve goals. Attention to detail – ability to accomplish tasks through concern for all areas concerned. Analytical – ability to secure relevant information and identify key issues and relations from a base of information. Problem solving skills – ability to identify, analyse, organize and solve problems and issues in a timely and effective manner. Interpersonal skills - relates well to all kinds of people, builds appropriate rapport and is able to build constructive and effective relationships. Integrity – a truthful individual can present the unvarnished truth in an appropriate and helpful manner. Displaying integrity with sensitive business information. Troubleshooting and technical skills. Effective Time Management skills

Knowledge and Expertise (relating to specialist knowledge and expertise required to undertake the role.)	Ideal candidate <ul style="list-style-type: none"> • Proficient in IT service management. • Database development experience; Java / SQL an advantage. • Back office and network experience. • Particular knowledge/experience of working in multicultural environments.
Experience, qualifications and other requirements specific to the role	Ideal candidate <ul style="list-style-type: none"> • Relevant IT Certification, minimum requirement N+, A+ and MCSE • ITIL or COBIT Framework experience a nice to have • Experience in resolving hardware and software problems. • 2 year working experience in IT environment
Key Issues over the next 3-6 months	<p>Support and administer web portals</p> <p>Storage Management Consolidation with Netgear and Microsoft DFS Replication</p> <p>Domain and site service rebuilds</p>