

JOB DESCRIPTION	
Job Title:	Network Support Officer
Reports To	IT & Systems Manager
Department/Unit:	IT
Purpose	<p>Provide support for computer hardware and software systems that make up a computer network.</p> <p>This includes activities such as the deployment of desktops, printers, scanners and ATMs, network address assignment, maintenance and monitoring of active network equipment.</p> <p>The jobholder will also concentrate on the overall health of the network, security, intrusion detection systems, ensuring network connectivity throughout the Bank's LAN/WAN infrastructure and all other technical considerations at the network level.</p>
Responsibilities	<p>Key responsibilities</p> <ul style="list-style-type: none"> • Troubleshoot computing systems, networks, and applications to identify malfunctions and correct them as well as other operational difficulties. • Install, configure, and maintain PCs, file servers, network cabling and Ethernet networks. • Make recommendations about purchase of technology resources. • Install work stations and load all requisite software • Monitor network performance and ensure high availability and reliability; • Perform network maintenance and system upgrades including service packs, patches, hot fixes and security implementations, configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS) • Monitor system resource utilization, trending, and capacity planning. • Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure. • Select and implement security tools, policies, and procedures in conjunction with the company's security team. • Liaise with vendors and other IT personnel for problem resolution.
Competencies and Experience	<ul style="list-style-type: none"> • Thorough knowledge of CISCO, and Windows Administration

	<ul style="list-style-type: none"> • Practical experience in configuring Routers, Firewalls, Active Directories, Mail Server • Ability to work autonomously • Ability to think strategically • Good communication and interpersonal skills • Strong problem solving and analysis skills • Responsibilities may require evening and weekend work in response to needs of the systems being supported. • Ability to install and administer computer • Hardware, software and networks • Analytical and problem solving skills • Decision making skills • Effective verbal, presentation and • Listening communications skills • Effective written communications skills • Customer oriented and excellent service standards. • Excellent problem solving skills. • Good change management skills. • Excellent interpersonal skills. • Excellent organizational skills. • Works well under pressure. • At least 3 years relevant experience
Education	<p>At least a Bachelors' Degree in Computer Science, Information Technology or related field with strong networking technical focus.</p> <p>Professional qualifications – Cisco Certified Network Administrator (CCNA), Cisco Certified Network Professional (CCNP), Certifications in Microsoft Windows environment.</p> <p>Certifications in VMWare would be an added advantage.</p>