

Independent Commission Against Corruption

Job Specification

Post: IT Officer

Division: Information Technology

Report To: IT Manager

Qualifications:

- A. BSc (Hons) in Computer Science, Information Technology or related fields from a recognized institution or an alternative qualification acceptable to the Commission.

- B. At least Four (4) years' experience in administering Local Area Networks or Windows Server Environments or Providing IT Support or Any other relevant experience in similar domains

Desirable Skills & Abilities :

High sense of responsibility and confidentiality

Interpersonal and communications skills

Understanding of Enterprise IT

Customer Oriented

Microsoft/Cisco/CompTIA or any other relevant Professional

Certifications

Ability to Work in Team(s)

Supervisory Skills

Duties & Responsibilities :

1. Interpret end-user problems and identify solutions

2. Use experience to address user problems

3. Update respective system for potential solutions
4. Escalate complex or unresolved IT incidents
5. Record and track issues from the outset to their closure
6. Respond to daily operational needs in order to avoid or minimize service disruptions
7. Ensure that agreed SLAs are being met on catalogued IT services
8. Ensure that Information Security requirements are being met
9. Respond to common requests for service by providing information to enable fulfilment and allocate unresolved calls as appropriate
10. Maintain records and inform end-users on the functioning of the IT Helpdesk and advise actions to be taken
11. Operate within the existing IT frameworks/processes
12. Contribute to the development and maintenance of appropriate policies, procedures, guidelines, standards and documentation
13. Install, upgrade and configure network printing, directory, structures, user rights, security, software and file sharing services
14. Supervise a team of IT Support Officers
15. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the IT Officer in the roles ascribed to him