

Title

IT Systems and User Support Administrator

Overall Responsibility

This is a middle level position for this opening. Creates and maintains branch systems plans to support the organization's business strategy, agrees service level agreements with customers and plans some aspects of the infrastructure necessary to ensure provision of branch systems services that meet such agreements.

Key Tasks, Duties & Responsibilities

1. To be responsible for, and resolve, all desktop related issues as first line support, providing support for simple and more complex problems on desktop ecosystems
2. To participate in execution and support for all IT Projects at branch level
3. To implement change to the environment in line with the change management processes
4. To troubleshoot and diagnose system user devices and implement solutions or liaise with specialists for problem resolution and as assigned by the IT & Projects Supervisor
5. To develop a knowledge-base for the enterprise systems
6. To build and configure user machines and device ecosystems and integrate services to the data center
7. Configure Server and storage services ,with direction from Database Specialist
8. Implement and support system security procedures to branch users
9. Develops and configures Databases for branch applications.
10. Administrates branch Data center and configures networking environment and manages IT Security events.
11. Development of data entry systems based on research questionnaires and organization and oversight of data entry as required.
12. Liaise with specialists to provide system monitoring to ensure availability of branch IT Systems.

Requirements

(Check link for full list of requirements)

Additional Information

6 months contract with an option of renewal