MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT
LOCAL AUTHORITY
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	IT Support Technician
JOB GRADE:	MIS/IT 4
POST NUMBER	
BRANCH:	Corporate Services
SECTION:	Information and Communication Technology Section
REPORTS TO:	Director, Corporate Services
MANAGES:	Direct reports:

This document is validated as an accurate and true description of the job as signified below

_____   _____
Employee   Date

_____   _____
Head of Department/Division   Date

_____   _____
Date received in Human Resource Division   Date

1. STRATEGIC OBJECTIVES OF THE SECTION:

To ensure the development and maintenance of the Corporation's ICT systems, network services, and user support functions in an effective and innovative manner. This includes overseeing hardware, software, and infrastructure provisioning, installation, configuration, operation, and maintenance, as well as conducting technical research and development to foster ongoing innovation within the organization's infrastructure.

2. JOB PURPOSE

Reporting to the Manager, Information Communication Technology, the IT Support Technician is responsible for providing IT support, including performing maintenance activities on computers and related equipment, serving as a point of contact for users seeking assistance from the section and assisting in the preparation of detailed system design specifications,.

3. KEY OUTPUTS

- Hardware and performance problems solved
- Reports submitted
- Documentation of installation and configuration of systems
- Daily backup operations
- Daily monitoring of server and system resources
- Research and recommendations are done for improved efficiency.

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Assist in the development of detailed system design specifications from conceptual designs.
- Perform maintenance activities on computers and related peripheral equipment.
- Provide a single efficient point of contact for users seeking assistance.
- Develop application prototypes.
- Develop program structures and specifications, screen and report layouts, and forms.
- Review work products for conformance to standards.
- Provide training materials for users and computer operation staff.
- Develop program test data.
- Assist in the testing and commissioning of newly installed systems and networks.
- Oversee the unloading/uncrating of computer hardware.
- Maintain computer peripherals through corrective maintenance.
- Document and forward computer problems for resolution.
- Monitor and contribute to technical developments in computers, peripherals, computing methods, software, potentials, and limitations.

Other Responsibilities

- Performs all other related duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Technical issues reported by end-users are resolved efficiently.
- End-users receive support in an efficient manner.
- Hardware and software configurations are documented accurately.
- Application prototypes, program structures, and specifications are developed as required.
- Work products conform to established standards.
- Computer hardware unloading and maintenance activities are participated in effectively.
- Computer peripherals are maintained through corrective maintenance.
- High level ICT problems are documented and forwarded for resolution.
- Contributions in preparation of training materials are accurate and provided in a timely and effective manner.

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Director, Information Communication & Technology	- Receive directives - To advise and report on policy and operational matters and recommend solutions
Senior/Technical Officers (including IT Support Technician)	- To discuss ICT related matters. - Develop and maintain effective working relationships - Collaborate, exchange information, provide strategic advice, support and feedback

External Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Contractors/Consultants/Suppliers	Provide information on procurement related matters

7. AUTHORITY
- Provide technical support to end-users based on established procedures and guidelines.

8. REQUIRED COMPETENCIES

- Strong analytical, problem solving and troubleshooting techniques.
- Good Time Management skills.

- Ability to communicate effectively both orally and in writing.
- Sound knowledge of Sound knowledge of relevant contemporary IT systems and language, including but not limited to Windows Server, Linux and UNIX systems. Certifications are a plus. Certifications are a plus.
- Knowledge of database management systems such as Microsoft SQL
- Knowledge of virtualization applications such as VM Ware and Hyper-V
- Knowledge of local area networks such as Ethernet and TCP/IP
- Knowledge of the implementation and support of computer hardware and software.

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in computer science, MIS, or equivalent from a recognised institution.
- 2 years' experience in information technology field with prior experience in system administration.

OR

- Diploma in computer science, MIS, or equivalent from a recognised institution.
- 2 years' experience in information technology field with prior experience in system administration
  Training in Administrative principles and techniques and or Management Training

OR

- Certificate in computer science, MIS, or equivalent from a recognised institution.
- 4 years' experience in information technology field with prior experience in system administration
- Proven ability to communicate effectively in written or oral speech
- Equivalent combination of experience and education

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice.

- Responsibilities may sometimes require load lifting, i.e. installing servers, etc.