

INFORMATION TECHNOLOGY (IT) SUPPORT OFFICER I

POSITION SUMMARY

To provide effective IT support, ensuring smooth operation of computer systems, hardware, software, and networks, assisting staff with technical issues, and ensuring the organization's IT infrastructure is maintained and updated.

KEY RESPONSIBILITIES

- Provide initial triage and support for IT inquiries and issues.
- Assist with user accounts, computer, network, and CCTV troubleshooting.
- Log and prioritize support tickets in the IT helpdesk system.
- Follow documented procedures for common IT tasks and issues.
- Escalate complex or unresolved issues to higher-level support staff.
- Assist with routine IT tasks, such as equipment setup and maintenance.
- Document IT procedures, solutions, and user guides.
- Any other IT related tasks for which assistance is needed.

QUALIFICATIONS, EXPERIENCE & SKILLS

- Intermediate understanding of computer hardware, software, and operating systems.
- Excellent customer service and communication skills.
- Ability to follow instructions and work methodically.
- Strong attention to detail and organizational skills.
- At least 2 years' experience in a technical service role is a plus.
- Willingness to learn and adapt to new technologies.
- Ability to work well in a team environment.
- Certifications such as CompTIA A+, Network+ will be an asset.

APPLICATION SUBMISSION:

To successfully submit your application to us, please email your application and CV to gysbi.vacancies@gysbi.com

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