

JOB DESCRIPTION

POST: IT Support Officer

SALARY: Rs 21,850 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1300 – 46,100 x 1575 – 47,675

Salary will be commensurate with qualifications and experience.

QUALIFICATIONS:

A Diploma in Information Technology from a recognized institution.

OR

Equivalent qualifications acceptable to the Board of Civil Service College, Mauritius.

EXPERIENCE:

At least one year proven experience in similar position

Desirable skills:

- (i) knowledge of IT infrastructure, hardware, software and network systems;
- (ii) excellent problem-solving, communication and interpersonal skills; and
- (iii) proficient in information technology.

Candidates should produce written evidence of knowledge and experience claimed.

DUTIES:

1. To install, configure computer hardware, software, systems networks, printers and scanners.
2. To monitor and maintain computer systems and network.
3. To provide technical assistance to end-users, resolve hardware and software issues promptly and ensure positive user experiences.
4. To perform updates on CSCM website.
5. To manage Moodle system (Online Platform).
6. To troubleshoot any IT equipment.
7. To prepare specification for acquisition of hardware & software and as well as analysing and evaluating proposals from suppliers.

8. To do commissioning of new IT equipment.
9. Assisting with the setup and deployment of new devices, including computers, printers, etc
10. Assisting in the Live Online Training such as Microsoft Teams.
11. To set up laptops in the computer lab(s) and training rooms.
12. To report any hardware, software issues to the System Analyst.
13. To perform such other duties directly related to the main duties listed above or related to the delivery of then output and results expected from the IT Support Officer in the roles ascribed to him/her

Note: The IT Support Officer may be required to work outside normal office hours including Saturdays, Sundays and Public holidays.