

**POST TITLE:** System Support Officer

**SALARY BAND:** B3 – B4

**RESPONSIBLE TO:** ADMINISTRATIVE/HR MANAGER

#### **MAIN DUTIES**

The System Support Officer is responsible for assisting in or undertaking the maintenance of systems (software & hardware), resolving end-user issues, for the completion of scheduled routine preventive maintenance and carry out assigned project work (e.g. network building projects.)

#### **The following are specific duties of the System Support Officer**

1. Provide desktop (PCs) & desktop peripheral (printers) support services and maintenance
2. Trouble shooting of problems at the desktop (Standalone of workstation) level.
3. Perform regular routine preventive maintenance schedule on workstations or standalone printers.
4. Perform and validate backup and archiving operations where required.
5. Perform and validate backup and assist in implementation of procedures according to plans for disaster for disaster recovery. This is inclusive of participating in periodic testing of these procedures.
6. Undertake and maintain hardware tuning and performance optimization, expansion and upgrades of desktop systems.
7. Undertake software installation, upgrades, and the desktop levels.
8. Ensure all operations documentation is up to date and accurate. This is also inclusive of fault reporting/maintenance – requests and resolution.
9. Maintain required levels of system security
10. Ensure virus protection and notification of desktop systems.
11. Undertake operations (cabling of site, termination of network points, installation of Local Area Networks (LANS)
12. Assist with the establishment of equipment requirements for officers and the sourcing of suppliers/quotation
13. Monitoring and following up on maintenance/repair work undertaken by external service providers
14. Checking and testing of newly acquired desktop systems and those returned from repair and external service providers.
15. Undertake specific duties involving the use of specialized software applications(e.g. assisting with the preparation of examinations of database management)
16. Supervise and train Assistant System Support Officers
17. Any related duties and project work as assigned by the System Support Manager & Director of Section.

#### **RECOGNIZED QUALIFICATIONS AND REQUIREMENTS**

A Level in Computer Studies or equivalent

**Or**

Equivalent Industry Recognized Certification as established by the Seychelles Qualification Authority plus at least two years relevant satisfactory experience

**Or** Three years relevant satisfactory experience as Assistant Support Officer