

Job Title:                      Computer Technician (Senior Clerk)  
Department:                 Information Services  
Unit:                              PC Support

**General Responsibilities**

1. Perform regular routine maintenance of all computers and computer peripherals in the Bank.
2. Troubleshoot and fix hardware-related problems occurring on any of the Bank's computers and computer peripherals.
3. Set up computers for training and other sessions.
4. Install assigned computers for end users after loading the appropriate software.
5. Instruct end users in the basics of operation of newly installed equipment.
6. Upgrade computer hardware.
7. Assist in troubleshooting hardware-related problems with the Bank's network.
8. Assist in maintaining inventories of hardware assets, stocks and spares.
9. Carry out any other duties that may be assigned by the supervising officer.

## **JOB SPECIFICATION**

### **COMPUTER TECHNICIAN (SENIOR CLERK)**

- Ordinary Technical Diploma, passes in English and Mathematics at the GCE/CXC Examinations and at least one (1) year's experience servicing computers and peripherals.
- CompTIA A+ Certification, passes in English Language and Mathematics at the GCE/CXC Examinations and at least two (2) years' experience servicing computers and peripherals.
- At least five subjects at GCE/CXC at one sitting or six subjects at two sittings with grades A, B, C or I and II respectively at the General Proficiency Level inclusive of English Language and Mathematics and at least two (2) years' experience servicing computers and peripherals.

#### **Knowledge and Experience**

Working knowledge of solving hardware-related problems occurring in PCs and peripherals is essential.

Good troubleshooting skills required.

Knowledge of and experience with networking is advantageous.

The incumbent is expected to demonstrate:

- a) mechanical ability; and
- b) good communication skills