

**Job Title:** Senior PC Support Analyst (Principal)

**Department:** Information Services

**Unit:** PC Support

### **Job Summary**

The incumbent will assist the Senior Systems Support Officer in overseeing and carrying out the help-desk-support function on a day-to-day basis. He/she is expected to carry out the day-to-day activities related to staff training and network administration.

### **Duties and Responsibilities of the Senior PC Support Analyst**

1. Prepare material and train staff in the use of software packages and computer usage issues as well as monitor progress of training sessions whether classroom based or computer based.
2. Evaluate training initiatives and make recommendations for improvements.
3. Maintain the Support section of the Bank's Intranet - this includes preparing and adding knowledge-based articles, support tips and other self-help search content.
4. Provide assistance to the website officer role when necessary.
5. Assist in analysing user requirements for computer software and hardware.
6. Assist in the evaluation of computer software and hardware.
7. Install, configure, monitor and maintain computer software and hardware for optimal network performance.
8. Analyse, troubleshoot and resolve computer software and hardware problems experienced by users. This may involve researching solutions.
9. Document and communicate problems and solutions. The documentation of solutions must cover the entire implementation process.
10. Set up Internet, e-mail and local area network connections on computers.
11. Troubleshoot network login problems and assist with network administration duties.
12. Assist in implementing and monitoring network security requirements in accordance with company procedures.
13. Execute daily backups of file servers and maintain backup logs.
14. Maintain the backup tape library and restore data when required.
15. Monitor automatically scheduled processing jobs that may require human intervention and take corrective measures whenever necessary. These include: end-of-day and start-of-day processing jobs that are automatically scheduled to be run from servers; and automatically scheduled end-of-day or end-of-period bulk printing jobs.
16. Offer technical advice and guidance to PC Support Analysts.
17. Keep abreast with the latest developments in Information Technology, in particular computer software, hardware, networking and security.

18. Undertake project work on an ad hoc basis for new and existing systems.
19. Any other support and related administrative duties assigned by the supervising officer.

## **Qualifications**

1. Degree in Computer Science, Computer Engineering, Information Systems or related field and at least two (2) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.
2. Diploma in Computer Science, Computer Engineering, Information Systems or related field PLUS the Microsoft Certified System Engineer (MCSE) Certification or Microsoft Certified System Administrator (MCSA) Certification and at least two (2) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.
3. Degree in Electrical Engineering, Mathematics, Accountancy or Management and at least three (3) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.
4. Diploma in Computer Science, Computer Engineering, Information Systems or related field and at least four (4) years' relevant IT experience preferably in software and hardware help-desk support as well as network administration.

## **Knowledge and Experience**

1. Expert level experience working in a Windows 2003 domain environment including Active Directory and Group Policy configuration and management.
2. Expert level experience supporting and troubleshooting Windows 2000 and XP clients.
3. Expert level experience working with and training others in the use of Microsoft Office Productivity tools.
4. Working knowledge of popular networking protocols.
5. Technical experience working with servers, computers, and peripherals.
6. Familiarity with Internet filtering and network management best practices.
7. Knowledge of patch management tools and procedures.
8. Knowledge of backup and recovery solution and best practices
9. Working knowledge of VB Script (preferred) or Java Script.
10. Knowledge of a structured query language such as MSSQL, MYSQL, PVSQL or Sybase SQL Anywhere.
11. Knowledge of Microsoft Virtual Server is advantageous.
12. Experience working on software and hardware implementation projects in a multi-discipline environment.
13. The incumbent is expected to demonstrate:
  - a) excellent interpersonal, verbal and written communication skills;
  - b) ability to monitor work load, manage time, prioritise requests and work within tight deadlines.
  - c) clear understanding of the IT operations environment with good problem solving skills; and

- d) ability to work as part of a team.

### **Interaction**

This individual will interact extensively with the PC Support Analysts and user community during their day-to-day activities. He/she is also required to report to the Senior Systems Support Officer on a regular basis to co-ordinate training and support-related activities.