

Job Title: PC Support Analyst (Assistant Principal)

Department: Information Services

Unit: PC Support

General Responsibilities

1. Assist in analysing user requirements for computer software and hardware.
2. Assist in the evaluation of computer software and hardware.
3. Install and configure computer software and hardware.
4. Troubleshoot and resolve computer software and hardware problems experienced by staff.
5. Perform regular maintenance on all computers.
6. Ensure that weekly anti-virus updates are installed on all computers.
7. Instruct users on the operation of computer software packages and computer usage as the need arises.
8. Assist in operating and maintaining the support help desk.
9. Maintain computer asset database.
10. Maintain software registration and licence information.
11. Maintain database of all software installed on machines and the licences that relate to this software.
12. Maintain the "Extended Library" located in the Information Services Department as well as periodicals and journals.

13. Undertake project work on an ad hoc basis for new and existing systems.
14. Keep abreast with the latest developments in Information Technology, in particular computer software, hardware, networking and telecommunications.
15. Any other computer-related duties assigned by the supervising officer.

JOB SPECIFICATION

PC Support Analyst (ASSISTANT PRINCIPAL)

- Degree in Computer Science, Computer Engineering, Information Systems or related field.
- 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.
- Degree in Electrical Engineering, Mathematics, Accountancy or Management and at least one (1) year's relevant IT experience preferably in software and hardware help-desk support.
- Diploma 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.

Human Resources Department

July 7, 2006