

Qualifications

1. Degree in Computer Science, Computer Engineering, Information Systems or related field.
2. Diploma in Computer Science, Computer Engineering, Information Systems or related field PLUS the Microsoft Certified System Engineer (MCSE), or Microsoft Certified System Administrator (MCSA) Certification, or Comptia A+ AND Network+ Certifications.
3. Degree in Mathematics, Accountancy, Finance or Management and at least one (1) year **RELEVANT** IT experience in software and hardware help-desk support as well as in the knowledge and experience areas listed below PLUS the Comptia A+ AND Network+ Certifications.
4. Diploma in Computer Science, Computer Engineering, Information Systems or related field and at least two (2) years **RELEVANT** IT experience in software and hardware help-desk support as well as in the knowledge and experience areas listed below.

Knowledge and Experience

14. Expert level experience working with and training others in the use of Microsoft Office Productivity tools.
15. Good experience supporting and troubleshooting Windows 2000 and XP clients
16. Technical experience servicing computers and peripherals.
17. Experience working on software and hardware implementation projects in a multi-discipline environment.
18. 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 user community during their day-to-day activities. He/she is also required to report to the head of the PC Support Unit on a regular basis.

Job Title: PC Support Analyst (Assistant Principal)

Department: Information Services

Unit: PC Support

Job Summary

This individual is required to assist staff in using various software applications and peripherals so as to achieve their specific goals and thus the organizational goal. He/she is also responsible for rectifying software and hardware problems encountered by staff, and carrying out maintenance work on computers and computer peripherals. This individual is also expected to learn new software and impart knowledge of these products to users. He/she is also expected to recommend new software and hardware for staff use.

Duties and Responsibilities of the PC Support Analyst

1. Assist in analyzing user requirements for computer software and hardware.
2. Assist in the evaluation of computer software and hardware.
3. Install, configure, monitor and maintain computer software and hardware for optimal network performance.
4. Perform regular maintenance on all computers and peripherals in the Bank.
5. Setup computers for training and other sessions.
6. Analyse, troubleshoot and resolve computer software and hardware problems experienced by users. This may involve researching solutions.
7. Document and communicate problems and solutions. The documentation of solutions must cover the entire implementation process.
8. Instruct users on the operation of computer software packages and hardware usage as the need arises.
9. Assist in operating and maintaining the support helpdesk.
10. Maintain computer asset database and inventory of stock and spares.
11. Maintain software registration and licence information.
12. Maintain database of all software installed on machines and the licences that relate to this software.
13. Maintain the "Extended Library" located in the Information Services Department as well as periodicals and journals.
14. Keep abreast with the latest developments in Information Technology, in particular computer software, hardware, networking and security.

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