

JOB SPECIFICATION

SENIOR PC SUPPORT ANALYST (PRINCIPAL)

- Degree 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 network administration.

- Degree in Mathematics, Accountancy, Finance or Management and at least three (3) years RELEVANT IT experience in software and hardware help-desk support as well as network administration.

- Diploma in Computer Science, Computer Engineering, Information Systems or related field and at least four (4) years RELEVANT IT experience in software and hardware help- desk support as well as network administration.

Knowledge and Experience

1. Expert level experience working in 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 structure query language such as MSSQL, MYSQL, PVSQL or SybaseSQL anywhere.
11. Knowledge of Microsoft Virtual Server is advantageous.
12. Experience working on software and hardware implementation projects in a multi-disciplined 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.

Job Title: Senior PC Support Analyst (Principal)

Unit: PC Support

Department: Information Services

General Responsibilities

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 improvement.
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 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 backup 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 measure 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 and Technicians.
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.

Human Resources Department

April 23, 2008