

Job Title: Senior PC Support Analyst (Principal)
Department: Information Services
Unit: PC Support

General Responsibilities

1. Prepare material for user software and computer use training.
2. Train staff of the Bank in the use of software packages and computer usage issues and monitor progress of training sessions whether classroom based or computer based.
3. Evaluate training results, compile reports and make recommendations for improvements.
4. Assist in analysing user requirements for computer software and hardware.
5. Assist in the evaluation of computer software and hardware.
6. Install and configure computer software and hardware.
7. Troubleshoot and resolve computer software and hardware problems experienced by users.
8. Set up Internet and local area network connections on computers.
9. Troubleshoot network login problems and assist with network administration duties such as setting up user accounts and access.
10. Execute daily backups of file servers and maintain backup logs.
11. Maintain the backup tape library and restore data when required.

12. 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 (Bankmaster's End-of-Day and Start-of-Day processing); and automatically scheduled end-of-day or end-of-period bulk printing jobs.
13. Offer technical advice and guidance to PC Support Analysts and Technicians.
14. Keep abreast with the latest developments in Information Technology, in particular computer software, hardware, networking and telecommunications.
15. Undertake project work on an ad hoc basis for new and existing systems.
16. Any other support and maintenance duties assigned by the supervising officer.

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 preferably in software and hardware help-desk support.

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.

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.

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.

Human Resources Department

July 7, 2006