

Job Title: PC Support Analyst (Assistant Principal)  
Division: PC Support  
Department: Information Services

**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. Perform weekly anti-virus updates 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. Carry out any other computer-related duties assigned by the supervising officer.

### **JOB SPECIFICATION**

#### **PC SUPPORT ANALYST**

- A Degree in Computer Science, Computer Engineering, Information Systems or related field.

OR

- 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 relevant IT experience preferably in software and hardware help-desk support.

OR

- 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.

- **KNOWLEDGE AND EXPERIENCE**

Working knowledge of PC software packages.

Knowledge of personal computers and networking.

Working knowledge of the Windows (2000/XP/2003) and Linux operating systems.

The incumbent is expected to demonstrate:

- a) excellent interpersonal, verbal and written communication skills
- b) good organisational skills; and
- c) the ability to work as part of a team

Human Resources Department

July 27, 2007