JOB DESCRIPTION

Job Title: Information Technology Support Administrator

Level: 3

Reports to: Managing Director

Supervises: N/A

Job Summary

The Information Technology (IT) Support Administrator is responsible for assisting with the Installation, configuration and maintenance of the organization's data communications network, operating systems, and servers. The incumbent will be the main liaison between the company and its information technology service providers as necessary.

Main Duties and Responsibilities

- Assists with the maintenance and administration of computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Reviews performance reports of data backups and disaster recovery operations and initiate mitigation measures/actions as appropriate.
- Conducts preliminary diagnosis, troubleshooting, and resolution of hardware, software, or other network and system problems.
- Monitors computer replacement schedule and initiate remedial actions as necessary.
- Monitors and assists with maintaining email applications or virus protection software.
- Monitors the performance of computer devices, equipment, applications, and systems and make recommendations as necessary.
- Administers computer network access and use.
- Sources information technology software, applications and devices as required.
- Acts as key liaison between the company and IT service providers and suppliers
- Monitors IT security applications and measures to safeguard information against accidental or unauthorized access and use.
- Assists with update of the company's website
- Assist with updates on social media
- Participates in review of information technology policy and procedures
- Prepares monthly performance report of IT service providers
- Assists with information technology related issues as assigned.

Qualification & Experience

- Associate degree in Information Technology, Computer Science or related discipline.

- At least two (2) years' experience in an information technology role.

- Knowledge of Microsoft Windows applications and operating systems.