



Job Title	IT Officer
Department/Institute	IT Department
Reporting to	IT Manager/ Director
Main Objective	To provide hardware and software technical support. Responsibilities will include interfacing with the customer to track, record and document help desk requests and issues.

DUTIES AND RESPONSIBILITIES:

1. Provide support via telephone, email and through other electronic and online means to diagnose and resolve problems while providing end user assistance and resolution to issues.
2. Provide support for operating systems, Microsoft Office Suite and other applications as otherwise indicated by the IT Manager/Director.
3. Escalate support requests as necessary following established procedures.
4. Monitor support desk and telephone requests for Service Level Agreement (SLA) violations and escalates as required. Provide support for operating systems, Microsoft Office Suite and other applications as otherwise indicated by the IT Manager/Director.
5. Escalate support requests as necessary following established procedures.
6. Monitor support desk and telephone requests for Service Level Agreement (SLA) violations and escalates as required.
7. Maintain technical logs and documentation according to departmental procedures.
8. Assist management with a variety of specialty projects and assignments when required.
9. Maintain, troubleshoot and resolve routine network issues, PC/laptop, switches/hubs, routers, connectivity, and other IT peripheral devices.
10. Plan and implement deployment schedules for applications, patches, upgrades and service packs at the desktop level.
11. Provide after-hours coverage and support as needed and as instructed by the IT Manager/Director.
12. Any other related duty as assigned by the IT Manager/Director.
13. The list of duties can change according to the exigencies and demands of MCAST within the same grade of the post.

