



Job Title	IT Support Officer
Department/Institute	IT Department
Reporting to	IT Manager/ Director
Main Objective	Supporting staff who will be primarily responsible for providing support within the IT function in relation to software systems.

DUTIES AND RESPONSIBILITIES:

1. Providing software-related operations support.
2. Designing test plans, scenarios, and procedures with an automation mind-set.
3. Monitoring bug resolution efforts and track success.
4. Participating in product design reviews and identify functional requirements or potential problems.
5. Good knowledge with some programming/script languages (such as Powershell, UNIX batch scripts, etc.)
6. Ability and genuine interest to learn, understand and apply new technologies.
7. Strong analytical and problem solving skills.
8. Excellent oral and written communication skills.
9. Ability to work effectively both independently with minimum supervision and as part of a team.
10. Knowledge/Experience in MySQL database administration would be considered an asset.
11. Database development experience would be considered an asset.
12. The list of duties can change according to the exigencies and demands of MCAST within the same grade of the post.