

JOB TITLE:SYSTEMS SUPPORT OFFICER

JOB ID: T1465

Old JOB Number: 0

REPORTS TO: SYSTEMS ADMINISTRATOR

Date revised: 2016-01-14

MINISTRY/DEPARTMENT: SUPREME COURT OF JUDICATURE

PURPOSE: To provide first line support and maintenance services for all computer and network hardware and software owned by the agency.

KEY OUTPUTS:

- Timely processing/Printing of reports from databases.
- Effective computer software support to end users.
- Effective hardware support to end users.

RANGE OF ACTIVITIES:

- To monitor all printing queue and scheduling report printing.
- To perform Local Area Network maintenance.
- To perform software installations.
- To ensure that anti-virus software exists on all PCs.
- To perform day-to-day system support procedures.
- To monitor the functioning of computer units connected to the central systems.
- To visit line agencies to correct remote access problems.
- To perform data entry and verification as required.
- To install hardware and software systems as required.
- To perform any other related duties for the smooth functioning of the department.

MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:

- Four (4) subjects including English Language and Information Technology at GCE 'O' Levels or CXC (General grades I - III or Basic - grade I) PLUS two (2) years experience providing computer hardware and software support services.

OR

Four (4) subjects including English Language and Mathematics at GCE 'O' Levels or CXC (General - grades I - III or Basic - grade I) PLUS a Certificate in Computer Hardware and Software Support AND (2) years experience providing computer hardware and software support services.

- Certificate in Industrial and Social Studies (CLC) PLUS Certificate in Computer Hardware and Software Support AND three (3) years experience providing computer hardware and software support services.

DECISION MAKING, PROBLEM SOLVING AND IMPACT ON RESULTS:

- Ability to follow installation instructions for the successful installation of operating system or application software.
- Basic understanding of internal components of a computer is required to troubleshoot computer hardware faults.
- Basic understanding of TCP/IP networking is required to troubleshoot network connectivity faults.
- Troubleshooting of faults requires good judgement of symptoms.
- Good judgement of the severity of a problem determines whether fault is corrected by ISD or external source.
- Bad decision/judgement can impact negatively on the entire system reducing its ability to deliver to users.

RESOURCE MANAGEMENT:

- Responsible for reporting/logging faults of all equipment owned by agency so that equipment history can be maintained.

COMMUNICATIONS: - Regular communication with end users of systems on fault issues.

- Daily communication with Systems Administrator.

WORKING CONDITIONS: Normal office conditions. The incumbent will be required to work routinely with computers.

PREPARED BY: SENIOR PERSONNEL OFFICER

CHECKED BY: PRINCIPAL PERSONNEL OFFICER
