



INFORMATION TECHNOLOGY TECHNICIAN/SUPPORT OFFICER

Duty Statement

1. Responsible for first line support of the Information Technology infrastructure.
2. Provide first line assistance in desktop computing, peripheral equipment and the computer network.
3. Responsible for the imaging life cycle of College computers.
4. Assists in transporting computer hardware and peripherals where required.
5. Provide support for Interactive White Boards (IWBs), TV panels, projectors and other visual/audio equipment where required.
6. Maintain user accounts.
7. Work with other escalation points to resolve issues as required and improve overall quality of service.
8. Responsible for ensuring Helpdesk calls are managed from end to end where necessary, in a timely and efficient manner.
9. Assist with internal and external electronic communications.
10. Other duties as required by the Principal and Systems Manager.