

 <b>Classification: Confidential</b>  <b>JOB DESCRIPTION</b>	<b>Doc. No.</b>
	<b>Revision No.:</b>
	<b>Date:</b>

### 1. JOB DETAILS

<b>Job Title:</b>	<b>IT TECHNICIAN</b>	<b>Job Grade:</b>	<b>TBD</b>
<b>Reports to:</b>	<b>Team Leader of IT Helpdesk</b>		
<b>Department:</b>	<b>IT Department</b>		
<b>Section:</b>	<b>IT Helpdesk</b>		
<b>Location:</b>	<b>Siba</b>		

### 2. JOB OBJECTIVE

Carries out the skilled maintenance and repair of IT facilities and Personal Computers/Office Automation (PC/OA) systems, equipment and devices and performs routine installation work of IT equipment, telephones, etc. as assigned. Maintains systems and carries out modifications as instructed to meet the technological needs of users. Provides support on newly installed systems and components as required. Reports on work performed and ensures the sufficient supply of spares and materials as required.

### 3. JOB DIMENSIONS

<b>Number of staff supervised:</b>	<b>Direct Reports:</b>	<b>0</b>
	<b>Total:</b>	<b>0</b>

### 4. KEY ACCOUNTABILITIES

Description
<p><b>Helpdesk Operations</b></p> <ul style="list-style-type: none"> <li>• Receives instructions and carries out installation of personal computers throughout the Company and field locations. Installs computer hardware and software at users' locations and also installs and tests any personal computer peripherals, such as printers, modems and fax modems as required.</li> <li>• Repairs personal computers including replacing or installing Memory, CPU, Keyboard, Hard disk and Mainboard, cards and boards. Contacts supervisor or personal computer maintenance contractors to facilitate the repair of complex or difficult faults which are not justifiable.</li> <li>• Carries out routine maintenance of personal computers and peripheral devices throughout the Company, ensuring that equipment is serviced according to maintenance schedules and checks to ensure that machines are in good working order before returning them to the users.</li> <li>• Installs software or newly delivered hardware during the hardware installation process and assists with the installation on LAN system as assigned according to the Service Level Agreement.</li> <li>• Carries out cable laying and back ups to PC's and other equipment, check-out of programs/software and the interface and reports to supervisor for final testing of system in accordance with Company's computing standards.</li> <li>• Updates, monitors and maintains a detailed inventory of such equipment components, PCs, Laptops, screens, servers, scanners, printers and consumables such as disks, ink cartridges and stationery. Carries out period stock checks identifying requirements for stock replenishment and advising Section Head accordingly.</li> </ul>



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- When assigned to Field, Main Control Center or Marine Terminal will act as System Administrator. This includes administering user accounts, allocating new accounts including user ID's and passwords, deleting obsolete accounts, installing software and doing back-ups. Carries out regular scanning for viruses.
- Maintains an up to date awareness of ongoing hardware, software and peripheral developments specifically technology trends in general.
- Carries out other similar or related duties such as updating user security clearances for access to data files in accordance with Company procedures and supporting users on hardware and software related issues.

### Telecom & Network Operations

- Carries out and assists in the installation of various systems, equipment and devices throughout offices and all other facilities and field locations, including but not limit to: dismount and migration of VSAT Equipment, installation and configuration of LAN network device, etc. Ensure that equipment are operable and installed to manufacturers specifications and to degree of craftsmanship
- Briefs users on the proper use and care of newly installed equipment and devices.
- Designs and specifies the structure cabling of local area network LAN and wide area network WAN systems. Also supervise the installation of cabling installed by contractors and ensures installation conform to contract terms and conditions.
- Carries out the maintenance, installation and repair of a variety of IT facilities and PC/OA systems and devices such as telephone sets and portable/mobile user devices. Includes servicing equipment to manufacturers' specifications, diagnosing faults in equipment and carrying out necessary repairs as required.
- Ensures that appropriate test gear, technical manuals, spares and tools are available on site. Completes log on completion of maintenance, detailing spares, materials and manhours utilized, for subsequent review by supervisor.
- Operates and services sophisticated test equipment used in assigned work such as spectrum analyzer, oscilloscopes, multimeters, analogue and digital meters to diagnose faults and to test completed work.
- Participates in the diagnosis of major faults with the supervisor and carries out routine investigations of anomalies. Replaces or installs parts of simple or routine nature.
- Assists in the installation or contract maintenance of equipment and systems. Includes participating in testing equipment during commissioning and monitoring/reporting on the work of service contract maintenance technicians.
- Liaises with supervisor to discuss and/or diagnose more complicated faults or to seek technical advice, and coordinates with concerned supervisors the scheduling and executing of maintenance work.
- Maintains records of equipment repairs carried out and requests replenishment of spare parts and materials as necessary.
- Participate in monthly meetings with IT Helpdesk team to get updates and discuss help desk related matters.
- Provide first level support to end users of the Audio/Video systems including basic troubleshooting and routine maintenance of Audio/Video Systems.
- Perform other duties as assigned.

**Work Contacts:**

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- Frequent contacts with users in all departments to schedule and/or coordinate work activities and periodical external contacts with vendor representative regarding the installation and maintenance of their equipment. May have periodic contacts at BOC on routine matters.

**Independence of Operation:**

- Works according to computer operations policies and procedures and specialized craft standards, exercising some latitude in trouble-shooting faults or replacing parts as appropriate. Completed work is spot-checked by Helpdesk Team Leader or Administrator

**Physical Effort:**

- Moderate to intensive. Walking, standing and working in cramped positions and using mostly light to moderate weight tools and test equipment for approximately 70% of working time.

**Work Environment:**

- Normally air-conditioned environment.

**5. COMMUNICATIONS & WORKING RELATIONSHIPS**

**Internal:**

- 2-Level Support team

**External:**

- IT systems/Network hardware and software vendors
- Telecommunication Service Providers

**6. QUALIFICATIONS, EXPERIENCE & SKILLS**

**Minimum Qualifications:**

- Completion of 3 years Diploma in Computer Science or electronics.
- 4 years' experience in the repair, maintenance and installation of Personal Computer hardware, software peripherals and LAN networks and servicing of most modern/up to date equipment and systems.
- Good knowledge of English

**7. APPROVALS**

<b>Line Manager (Dept. Manager / Section Head)</b>	
_____	_____
Signature	Date
<b>Human Resources:</b>	
_____	_____
Signature	Date