



Coreas Distribution Limited

Vacancy Posting

IT Support Officer

Job Summary: The successful candidate will be responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. This includes the installation and configuration of client computers, diagnosis of hardware and software faults and solving technical and applications problems, either over the phone or in person.

Successful candidate must be capable of performing a range of IT Support functions including:

- Installing and configuring computer hardware, operating systems and applications.
- Monitoring, escalating and resolving help desk issues in a timely fashion.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Safeguarding information system assets by identifying, monitoring and solving potential and Cyber security problems under the guidance of the Group Cyber Security Team.
- Protecting systems by defining access privileges, control structures, and resources based on the job function of employees requiring access to corporate data.
- Following diagrams and written instructions to repair a fault or set up a system.
- Assisting with disaster recovery when necessary.
- Prioritizing and managing many open cases at one time.
- Assisting with the maintenance and support of local infrastructure, under the guidance of the Group Infrastructure Team.
- Providing technical on the job training to end users as required or on a scheduled basis.
- Testing and evaluating new technologies.
- Presenting oral and written reports defining plans, problems, and resolutions to appropriate levels of management.
- Ensuring that all work is done in accordance with Information Security best practices and procedures.

JOB REQUIREMENTS:

- BSc. in Information Technology, Computer Science or a related field, or significant equivalent experience.
- Minimum of 2-3 years' experience in a similar position/environment.

Technical Knowledge/Abilities include:

- Strong self-management skills.
- Persuasive communicator (orally and written).
- Proven time management ability; Able to set organize and manage multiple priorities.
- Researches, analyses and solves complex problems.
- Evaluates and applies statistical information and data.

**Please email application to: karen.james@cdplimited.com
DEADLINE FOR APPLICATION: 15th September 2021
Please note that only shortlisted candidates will be contacted.**