

National Social Inclusion Foundation

Scheme of service

Post	IT Support Officer
Salary	Rs 22280 X 640 – 24840 X 740 – 27800 X 850 – 31200 X 980 – 35120 X 1130 + 38510
Travelling	Refund of Bus fare
Qualifications/Experience/Skills	<p>Candidate should:</p> <ol style="list-style-type: none">1. Possess a Degree in Computer Science or Information Technology or an equivalent qualification acceptable to the Foundation;2. Reckon at least three years' experience post qualification in the field of Information Technology;3. Have experience with network troubleshooting and administration (TCP/IP, DNS, DHCP, etc.);4. Have strong knowledge of computer hardware, operating systems (Windows, macOS, Linux), and software applications.5. Have excellent problem-solving and communication skills.6. Have the ability to work independently and collaboratively.7. Have familiarity with virtualization technologies (VMware, Hyper-V) is a plus.8. Relevant certifications such as CompTIA A+, Network+ are desirable.
Duties and Responsibilities	<ol style="list-style-type: none">1. Assist the IT Officer in the smooth running of IT Services and office;2. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware;3. Install, configure, and maintain computer hardware, software, peripherals, telephony and network devices;4. Troubleshoot and resolve technical problems related to operating systems, applications, PABX and network connectivity including troubleshooting Office 365 applications and services;5. Perform system upgrades, patches, and software installations as needed;

	<ol style="list-style-type: none">6. Manage user accounts and permissions, including password resets and access control;7. Maintain inventory of IT equipment and software licenses;8. Collaborate with other IT staff to ensure the security and integrity of our IT systems and data;9. Assist in the development and implementation of IT policies and procedures;10. Assist in the implementation of IT Projects;11. Provide training and guidance to end-users on IT-related topics;12. Stay current with emerging technologies and trends in the IT field;13. Perform such other cognate duties as may be assigned by the Secretary General. <p>Note: The IT Support Officer may be required to work outside normal working hours, Saturdays, Sundays and Public Holidays.</p>
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