

Role:	IT Support Engineer
Name of incumbent:	
Accountable to:	Registrar
Job Grade:	B5
Main purpose of this role:	To support and maintain the IT infrastructure of the institution To provide support to students and staff

Key Performance Areas/ Responsibilities:	
<p>KPA 1: STAFF AND STUDENT SUPPORT (50%)</p> <ul style="list-style-type: none"> • Ensure all staff and student workstations are up and running • Installation of hardware and software upgrades • Test faulty hardware, record and report to the IT Engineer • Troubleshoot printer related problems and escalate to the IT Engineer • To minimize turnaround time for support calls. Goal: 90% of tickets resolved within 2 business days • Create email accounts for new users and conduct quarterly User Account audits <p>KPA 2: END-USER APPLICATION SUPPORT (20%)</p> <ul style="list-style-type: none"> • Microsoft Office • Google Apps for Education • Team Viewer • Helping end-users evaluate new applications from a technical and a platform perspective <p>KPA 3: MANAGING ICT SUPPLIERS (15%)</p> <ul style="list-style-type: none"> • Ensure there is always enough stock of toner for printers • Follow-up with 3rd party vendors on behalf of IT Engineer • Provide Sustainability department with any technical information required for recording of Donations in Kind from suppliers and for restricted grants for IT equipment and services <p>KPA 4: Managing the IT Asset Register (15%)</p> <ul style="list-style-type: none"> • Keep track of all IT related equipment and work alongside IT Engineer to maintain the IT asset register including donations • Keep track of all the loan hardware • Setting up equipment for classes and events • Making sure all hardware is returned in good condition after use and report faulty or damaged equipment 	

Competencies Required:	
<ul style="list-style-type: none">● Sound understanding and maintenance of generic IT technology● Knowledge of MS operating systems and networking technologies● Knowledge of Google for Education, Google Apps for Education and networking technologies● Knowledge of audio and visuals equipment such as amplifiers, speakers and touchscreens● Knowledge of MS operating systems an advantage● Knowledge of Android and iOS an added advantage● Ability to train staff on current hardware and software● Keep abreast with the relevant changes within the IT environment and suggest new innovations● Good interpersonal and communication skills● Good organisational and planning skills	

Experience and Qualifications:	
<ul style="list-style-type: none">● Diploma in IT or related field● A+, N+ or equivalent essential● Minimum 2 years IT experience	

Attitude and Fit:	
<ul style="list-style-type: none">● Embraces and is aligned with TSIBA's philosophy and culture● Committed to lifelong learning and personal development● Willing to share and transfer knowledge● Able to work with young people on different levels● Works well in a team and client centred● Innovative and willing to try out new ideas● Independent worker & dependable● Confident● Friendly● Proactive● Responsible	