



**DEMERARA HARBOUR BRIDGE CORPORATION
NON-MANAGEMENT JOB DESCRIPTION**

JOB TITLE:	Information Technology Specialist	LOCATION:	HEAD OFFICE
REPORTS TO:	ELECTRICAL MAINTENANCE ENGINEER	GRADE:	-
DEPARTMENT:	ELECTRICAL	SECTION:	-

SUMMARY STATEMENT	Responsible for maintaining the computer and network systems of the Corporation which includes troubleshooting and diagnosing computer hardware and software issues, setting up computer networks and assisting employees and with IT-related issues.
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D U T I E S R E Q U I R E D	J O B R E S P O N S I B I L I T I E S	DESCRIPTION OF DUTIES:
		Install, Configure, Update, Maintain and Troubleshoot any failures of DELL PowerEdge Servers and Storage
		Install, Update, Troubleshoot Microsoft Windows network infrastructure
		Install, Update, Troubleshoot and Maintains enterprise wireless local area network (radius server) and wide are network
		Install, Update, Configure Cameras, Troubleshoot, Monitors, and Supports the Ocularis IP Surveillance System
		Install, Troubleshoot, Update, Supports and maintains Trend Worry Free Business Security Cloud Antivirus.
		Install, Configure, Update, Supports and maintains Microsoft Office 365 on all computers
		Monitors, Remove and Add users, Maintains Google drive DHBC's Corporate email system (Gsuite)
		Install, Update, Troubleshoot, assign users and provides technical support for QuickBooks Enterprise Edition
		Install, Configure, Maintains, Updates and Monitors Firewall Security Appliance
Install, configure, Updates, Monitors, and maintains Veeam backup software for disaster recovery		
Supports the various departments whenever they encounter challenges with computers and network devices		
Responsible for testing new hardware and software before full-scale installation		
Maintains inventory for all staff Computers and related equipment.		
Troubleshoot to resolve laptops, printers and desktop hardware issues.		
Creates user profiles and password reset in Active Directory.		

The above responsibility statements identify specific duties necessary to attain DHBC's overall objectives while not precluding the job holder from carrying out other related activities that may be inherent in the job.

QUALIFICATIONS PROFILE

JOB TITLE: Information Technology Specialist		
FACTORS		SUBSTANTIATING DATA
1	EDUCATION	University first degree in Information Technology is required. Knowledge of a variety of network systems is required.
2	EXPERIENCE/JOB KNOWLEDGE	Skilled technical employee with up to five (5) years' experience in computer repairs and maintenance and the ability to troubleshoot to resolve a wide range of problems. Install, configure and maintain all computers and related equipment.
3	TECHNICAL/ PROFESSIONAL	Brings to the attention of the Electrical Maintenance Engineer all issues/problems relating to the maintenance of the hardware and software.
4	PROBLEM SOLVING /DECISION MAKING	The Incumbent's decisions are related to the specific operational procedures, processes and activities necessary to satisfy the achievement of targets set, and quality standards. Must be able to identify issues and make corrective measures to fix problems.
5	INTERPERSONAL	Contacts are with employees in Departments/ Sections. Contacts outside of the Harbour Bridge may deal with routine queries or exchanges of information.
6	RESPONSIBILITY FOR MATERIALS, CASH, ETC	Responsible for assisting professional staff with development, testing, installation, maintenance and repair of system hardware and software and recording performance.
7	PROCEDURES/ REGULATIONS/ COMPLIANCE	Specific detailed instructions are adhered to with respect to labour and assembly procedures and problems with Electrical Maintenance Engineer.
8	TEAMWORK	The Manager/Supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employees work as instructed. The Manager/Supervisor checks progress and reviews completed work for accuracy, adequacy, adherence to instructions and established procedures.
9	WORKING ENVIRONMENT/ SAFETY OF OTHERS	Generally, works indoors and outdoors, and in a congenial team environment. May be required to work under pressure to meet deadlines in special cases.