EMERARA HARBOUR BRIDGE CORPORATION
NON-MANAGEMENT JOB DESCRIPTION

JOB TITLE:	INFORMATION TECHNOLOGY TECHNICIAN (HARDWARE)	LOCATION:	HEAD OFFICE
REPORTS TO:	INFORMATION TECHNOLOGY SPECIALIST	GRADE:	-
DEPARTMENT:	INFORMATION TECHNOLOGY	SECTION:	-

SUMMARY STATEMENT	Responsible for maintaining the computer and network systems of the Corporation which includes troubleshooting and diagnosing computer hardware issues, setting up computer networks and assisting employees and with IT-related queries at the user level and responding to user needs in a timely manner.

DUTIES REQUIRED	TO FULFILL	JOB RESPONSIBILITIES	**DESCRIPTION OF DUTIES:** **To assist in installing, configuring, updating, maintaining, and supporting** the DHBC servers and storage and desktop infrastructure. **To assist in troubleshooting and supporting issues** relating to the DHBC local and wide area networks. **To assist in Troubleshoot and support issues** relating to the DHBC surveillance system. **To assist in monitoring, managing, and supporting** the DHBC's corporate email systems and services. **To provide Helpdesk Support** to the various departments whenever they encounter challenges with computers and network devices. **To assist in testing** new hardware and software solutions before full-scale implementation. **To assist in maintaining** inventories for all computers, network devices and all other IT related systems and services for the DHBC. **To assist in troubleshooting and resolving issues relating** to hardware, software, and networking within the DHBC enterprise network. **To assist in managing and supporting** the DHBC directory services such as creating, removing, resetting user accounts, and managing account lifecycles.

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.

<center>**QUALIFICATIONS PROFILE**</center>

JOB TITLE: Information Technology Technician

	FACTORS	SUBSTANTIATING DATA
1	**EDUCATION**	University diploma in computer science or A+ or Network+ or CCNA certifications or equivalent from a recognizable institution. Knowledge of a variety of network systems is required.
2	**EXPERIENCE/ JOB KNOWLEDGE**	Skilled technician with a minimum of three (3) 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 IT Specialist all issues/problems relating to the maintenance of the corporation's IT infrastructure.
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 take corrective measures to fix problems.
5	**INTERPERSONAL**	Contacts are made with employees through the IT Specialist.
6	**RESPONSIBILITY FOR MATERIALS, CASH, ETC**	Responsible for assisting professional staff with development, testing, installation, maintenance, and repair of system hardware and recording performance.
7	**PROCEDURES/ REGULATIONS/ COMPLIANCE**	Specific detailed instructions are adhered to with respect to labour and assembly procedures and problems with IT Specialist.
8	**TEAMWORK**	The IT Specialist makes specific assignments accompanied by clear, detailed, and specific instructions. The employee works as instructed. The IT Specialist 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.