

JOB DESCRIPTION

Job Title: Hardware Technician

Post Number:

Job Grade/Level: MIS/IT 4

Department: The Accountant General's Department

Reports to: Hardware Engineer

Direct Reports: N/A

STRATEGIC OBJECTIVES:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting-edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost-effective information systems.

The Division is responsible for the development and maintenance of the Government's Financial Management System's (GFMS) IT infrastructure, establishing connectivity and interoperability between MDAs and the AGD, with the Central Treasury Management System (CTMS) at its core. It is also responsible for training the AGD's staff as well as staff of the MOFPSS and MDAs in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

JOB PURPOSE:

Reporting to the Hardware Engineer, the Hardware Technician ensures that the systemic operations of the AGD are enhanced and supported by providing technical

support and resolution of end user issues for all IT related needs according to standard operating procedures using cutting edge technology. The Hardware Technician is also responsible for supporting, troubleshooting and maintaining desktop computers, assigned laptops, scanners and printers located in various divisions/units throughout the AGD. The officer is responsible for ensuring high quality support services by providing quick turnaround times for troubleshooting, diagnosing, and repairing of malfunctioning office equipment and provides installation and technical support of equipment connected to centralized host systems. Additionally, the individual must be competent in resolving problems affecting the Department's local area and wide area networks (LAN/WAN).

KEY OUTPUTS:

- End user issues analyzed
- End user issues resolved according to SLAs
- Superior customer service delivered according to Customer Service Charter Solutions implemented according to policy and procedure guidelines
- IT resources and supplies required to support systems usage are properly managed
- Computer equipment installed, maintained and inventoried as required
- Technical challenges resolved
- Virus attacks reduced
- Optimized Workstations, Networks and Servers
- Operating systems and software applications installed and maintained on computers and servers.
- Requisite patches, updates, service packs and hot fixes are applied
- Troubleshooting procedures in place and reduction in the number of system disruptions
- Software Applications installed
- Defective hardware components replaced.
- Security on the workstations established
- High user satisfaction maintained

- Personal Computers, laptops, printers, scanners and other peripheral IT equipment performing at optimal levels

KEY RESPONSIBILITIES:

- Incorporates automation in the solution of client resolution initiatives where possible;
- Liaises with other team members in the ITU as required for isolation and resolution of client issues;
- Utilizes in an efficient manner, the IT resources and supplies and recommends new purchase requirements;
- Deploys new computer and technology equipment as required;
- Keeps current with emerging IT trends, and current dominant technologies;
- Physically visits clients' workstations in support of issue resolution as necessary and modifies computer configurations to optimize workstation performance.
- Troubleshoots and resolves problems across all current AGD locations.
- Provides basic training to end users on using the various capabilities of software printer and computers etc.
- Answering queries related to hardware systems.
- Installs, assembles, configures and maintains a variety of computer equipment and peripherals such as printers, scanners and related hardware including computer terminals, network infrastructure, monitors modems, personal computers and data communications equipment.
- Determines source and nature of computer malfunction using diagnostic and application software.
- Adjusts, repairs, and replaces malfunctioning equipment.
- Performs additional functions incidental to computer support activities.
- Maintains an up-to-date knowledge of repair practices, policies, and technical specifications of microcomputer hardware.
- Provides direct ongoing hardware & software support to the Departments' staff on general computing issues including upgrades and troubleshooting issues.

- Assists members of staff with computer related challenges.
- Prepares qualitative and quantitative reports as necessary
- Provides Level-1/2 support and troubleshooting to resolve issues

ANY OTHER DUTIES:

- Any other related duties that may be assigned.

AUTHORITY:

- Make recommendations regarding security and upgrade of workstations or acquisition of new ones
- Make recommendations regarding training junior staff
- Make recommendations regarding training end users

PERFORMANCE INDICATORS:

- Issues resolved according to standard policy and procedure guidelines
- IT resources and supplies utilized according to standard policy and procedure guidelines
- Effective management of hardware infrastructure
- End user issues analyzed and resolved according to SLAs
- Reduction in end user complaints and increased user satisfaction
- Client interaction managed according to Customer Service Charter
- Maintenance schedule effectively performed
- Accurate and timely technical support is provided.
- Hardware configuration parameters conform to applicable standards and best practices.
- Hardware, infrastructure and power solutions are safe, effective and reliable.
- Reports meet required standards and are submitted within the requisite timelines.

KEY COMPETENCIES:

Core Competencies

- Customer Focus
- Oral and Written Communication Skills
- Problem Solving & Analytical Skills
- Results Focus
- Integrity

Technical Competencies

- Information Technology
- Knowledge of Legislation and Procedures

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE:

a. Qualification and Training

Essential:

- A Bachelor's Degree from a recognized institution in Information Technology or related field
- Technical expertise in Enterprise Systems

Desirable:

- Professional Certifications in applicable Hardware standards and solutions
- Training in Customer Service

b. Essential Experience and Knowledge

- At least 3 years' experience working in a technical support IT position
- Comprehensive and technical knowledge of Enterprise Systems and Technology
- Knowledge of cutting-edge computer hardware, systems repair and maintenance
- Knowledge of cutting-edge technology enabled automated help desk operations
- Knowledge of the various guiding Acts and Regulations

SPECIAL CONDITIONS ASSOCIATED WITH JOB:

Physical Demands - Pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions