

## Job Description

<b>Position:</b>	IT ADMINISTRATION & SUPPORT OFFICER
<b>Job Level:</b>	C2
<b>Department:</b>	INFORMATION TECHNOLOGY
<b>Reporting to:</b>	SENIOR INFRASTRUCTURE MANAGER
<b>Department Manager:</b>	HEAD OF IT

<b>Duty and Responsibilities:</b>	<p>The IT Administration &amp; Support Officer provides primary helpdesk coordination and administration and support for the IT department. Tasks include;</p> <ul style="list-style-type: none"> <li>• Provide general user desktop support</li> <li>• Management of IT assets</li> <li>• Procurement of IT goods &amp; services</li> <li>• Management of IT contracts &amp; licenses</li> <li>• Vendor management</li> <li>• Supports the Quality Assurance team where required</li> <li>• Ensuring that all end-user requests are managed, and services delivered within acceptable service level</li> <li>• Adhering to company policy and procedures and help uphold the security and confidentiality of all systems</li> <li>• Issuing non-compliance certificates</li> <li>• Provide recommendations for improvements</li> <li>• Maintain information security management system (ISO27001) standards</li> <li>• Perform other duties which may be assigned by HoIT from time to time without sacrificing the core responsibilities.</li> </ul>
-----------------------------------	--

Key Result Areas	Objective Statements	Performance Measures
<b>A. Process</b>  <b>1. Passing Score in IT Audit, both Internal and External</b>	<ul style="list-style-type: none"> <li>• Employ best practices in rendering end-user support</li> <li>• Full documentation</li> </ul>	<ul style="list-style-type: none"> <li>• All procedures are updated and are undergoing regular reviews and essential improvement.</li> <li>• All relevant documentation are completed.</li> </ul>
<b>2. Governance &amp; Compliance</b>	<ul style="list-style-type: none"> <li>• Adhere to Company Policy and procedures and help uphold the security and confidentiality of all systems</li> </ul>	<ul style="list-style-type: none"> <li>• Contracts, SLAs, NDAs and Licenses are accurate.</li> <li>• Vendor details are accurate</li> </ul>

	<ul style="list-style-type: none"> <li>• Management of contracts and licenses</li> <li>• Management of vendor records</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly report on contracts and licenses due before day 7 with emphasis on contract nearing expiration</li> <li>• Monthly report on IT Asset movement, due before day 7. Report should note the asset, movement including recommendation for repairs, replacement, and decommissioning.</li> <li>• Monthly report on all IT expenditure for month due before day 7. Reporting on all purchases, professional services and note down payment delays and make recommendations for improvement.</li> <li>• Monthly non-compliance report on HelpDesk SLA breaches to be submitted by day 7.</li> <li>• Quarterly stock take on IT Asset, with a supporting report due by day 7. Report to capture inventory status, recommendation for replacement, repair, or decommissioning</li> <li>• Monthly report on ITD service delivery performance against agreed SLA, submitted by day 7. Report to include IT requests vs. closed/hold/overdue, SLA compliance by technician</li> </ul>
<p><b>B. Technology</b></p> <p><b>3. Reduce service outages/ Improve Timelines</b></p>	<ul style="list-style-type: none"> <li>• Ensures that all end-user requests are managed and services delivered are within acceptable service level</li> <li>• Resolve issues and attend to requests within agreed SLA</li> <li>• Update of intranet content</li> </ul>	<ul style="list-style-type: none"> <li>• Use of CMS tool to update the FinCorp intranet where required</li> <li>• Ensure service desk tickets are updated and closed with complete work logs and resolutions as per agreed SLA.</li> </ul>
<p><b>4. Improve Quality and Accuracy</b></p>	<ul style="list-style-type: none"> <li>• Use Asset module in ServiceDesk to manage IT assets.</li> <li>• Use Purchasing module in ServiceDesk to facilitate and track payments for professional services and goods.</li> <li>• Track IT costs associated with purchase of goods &amp; services</li> </ul>	<ul style="list-style-type: none"> <li>• Asset details are accurate.</li> <li>• Record expenditures of all IT assets and services provided</li> <li>• All incidents, service requests, change management are captured and managed in ServiceDesk.</li> <li>• Monthly report on 3<sup>rd</sup> party performance against agreed SLA, submitted by day 7 of the month. Report on service outages vs agreed SLA.</li> </ul>

	<ul style="list-style-type: none"> <li>• Use ServiceDesk to manage service delivery.</li> <li>• Monitor ITD Support performance.</li> <li>• Monitor performance of vendor support.</li> <li>• Monitors external ISP Incidents and down time and propose recommendations for process improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Complete a daily checklist of all general system by 8:30am daily and informing appropriate team on anomalies.</li> <li>• Achieve a passing score of 3.0 or higher on the monthly customer survey</li> </ul>
<p><b>C. Learning and Productivity</b></p> <p><b>5. Improve Productivity and Increase Skills and Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Practise 'Week in Focus' planning</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminate time wasters</li> <li>• Weekly plan for the next working week, due weekly on Fridays at 12pm.</li> <li>• Plan daily tasks in line with weekly plan</li> <li>• Regular IT Tips and techniques to be distributed to the business</li> </ul>

<b>Internal Relationships:</b>	IT Personnel	<ul style="list-style-type: none"> <li>• Internal coordination within IT department for successful closure of IT Tickets (Requests, Incidents and Change Management)</li> </ul>
	Head Office and Branches	<ul style="list-style-type: none"> <li>• Coordinate with users on the tickets submitted and closed to achieve higher customer satisfaction rating</li> </ul>
<b>External Relationships:</b>	Service Providers	<ul style="list-style-type: none"> <li>• Coordinate with various service providers for quotations, orders placed and deliveries.</li> <li>• Coordinate with vendors for support, contracts, and license maintenance</li> </ul>
<b>Organizational</b>	People Management	<ul style="list-style-type: none"> <li>• Acts as IT's first line of contact and customer support.</li> </ul>
	Communication	<ul style="list-style-type: none"> <li>• Being the first line of IT support, good written and verbal communication should always be exhibited to anyone in the organization.</li> </ul>
	Workplace Health & Safety	<ul style="list-style-type: none"> <li>• Adapt the 5S + 2S methodology</li> <li>• (Sort, Set in Order, Shine, Standardize, Sustain + Safety, Security)</li> </ul>
<b>Competencies and Skills Required</b>	Project/Time Management Skills	<ul style="list-style-type: none"> <li>• Attend to tasks with no procrastination</li> </ul>
	Management Skills	<ul style="list-style-type: none"> <li>• Managing customer expectations on IT Service delivery is of utmost concern.</li> </ul>

	Documentation	<ul style="list-style-type: none"> <li>• Current and reliable accurate documentation on all aspects of administration</li> </ul>
	Leadership	<ul style="list-style-type: none"> <li>• "Lead by Example" starting with basic work ethics on punctuality, attendance, and reliability.</li> </ul>
	Other Work-related Skills	<ul style="list-style-type: none"> <li>• Training of new and existing staff</li> </ul>

<b>Personal Attributes</b>	Result- Oriented
	Good Time Management
	Analytical Skills
	Problem Solving Ability
	Resourceful
	Cordial and with good team interaction even when under pressure
	Interpersonal Sensitivity
	Team Player

Document details:  
Position: IT Administration & Support Officer  
Updated: 28 August 2023  
Updated by: Matthew Strach (HoIT)