ESSENTIAL DUTIES AND RESPONSIBILITIES:

ICT Support

- Regularly check and evaluate IT devices in the office to recommend replacement, enhancement and repairs as applicable.
- Develop and maintain an excellent clientele with all staffs, in a professional and appropriate manner.
- Diagnose and resolve hardware and software issues in collaboration with ITO
- Expedite the repair of hardware faults and software configuration problems in a timely manner.
- Deploy PCs and associated peripherals including new installations and redeploy existing equipment as necessary.
- Install and configure computers with standard Oxfam image operating system.
- Compile and maintain an accurate inventory of all IT assets.
- Help users in logging IT self-service tickets and escalation where necessary.
- Any other duties as assigned by the IT Team.

ESSENTIAL SKILLS AND EXPERIENCE:

- Fresh candidates from the University with 0 to 12 months experience
- At least a three-year diploma, Bachelor's Degree in Information Technology/Computer Science or relevant qualification from a recognized institution of learning
- Working level of spoken and written English
- Good Interpersonal and communication skills
- Demonstrate exposure on basic professional knowledge of networking, internet technologies, office applications, and common hardware and peripherals.
- Able to work effectively under pressure to deliver results
- Able to manage and prioritize own workload and work independently and in a team