

VACANCY



Job Title: IT HELPDESK OFFICER
Reporting to: SUPERVISOR/SYSTEMS

Job Summary

To provide first line technical service Desk support within the bank's ICT service.

Major Duties and Responsibilities	Minimum Education Qualification
<ul style="list-style-type: none">• Act as a single point of contact for staff regarding technology issues and queries and provide first and second line support.• Troubleshoot, diagnose, and resolve technical hardware and/or software issues.• Provide quick resolution and excellent customer service.• Redirect unresolved issues to the next level of support personnel.• Provide needed information on IT products or services.• Log, maintain and take ownership of issues in the Help Desk system and provide appropriate reporting information.• Provide feedback on processes and make recommendations on areas to improve.• Maintain technical documentation and service catalog on installation of software, configuration of hardware and problem troubleshooting.• Maintain an asset (hardware & software) database and track changes.• Ensure that all necessary reports and information are prepared on time and to the highest standard of accuracy.• Carry out End of Day functions on the banking applications.• Maintain security of the bank's IT assets and the safety, confidentiality and integrity of data held within bank's computer systems	<p>BSc. in Computer Science / Information Technology or Degree in any field plus postgraduate qualification in IT/Computer Science</p>
	Work Experience
	<p>Minimum of 1 year demonstrated experience in an IT related role.</p>
	Key Required Skills
	<ul style="list-style-type: none">• Analytical Skills/ Problem solving• Knowledge of the operating systems used in the bank• Knowledge of the network design• Knowledge of the minimum space required for the system to run• Understanding of Back up and data recovery procedures• Knowledge of procedure for installation and configuration of data bases• Understanding of System development cycles• Demonstrated good customer service orientation• Good communication skills• Ability to quickly troubleshoot and resolve/ escalate issues as required

All interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: recruit@orient-bank.com

Deadline is Wednesday 3rd March, 2021 at 5:00pm

Note: Only shortlisted candidates will be contacted