

JOB DESCRIPTION

Position:	IT Support officer
Reports to:	IT Manager

Job Summary:

The IT Support Assistant will assist in the day-to-day IT operations and provide technical support to staff and students at **Sangam College of Nursing and Health Care Education**. This role involves troubleshooting hardware and software issues, maintaining IT systems, and ensuring smooth operation of network and communication systems.

Key Responsibilities:

Technical Support & Troubleshooting:

- Provide first-level technical support for hardware, software, and network issues.
- Troubleshoot and resolve issues related to computers, printers, internet connectivity, and other IT resources.
- Respond to user requests via phone, email, or in-person, ensuring timely resolution.
- Assist in setting up new devices and configuring software for users.

IT System Maintenance & Security:

- Perform routine maintenance checks on IT systems, including antivirus updates and software patches.
- Assist in monitoring network security and report any vulnerabilities or incidents to the IT Manager.
- Support data backup and recovery operations.
- Maintain an inventory of IT assets and ensure proper documentation.

User Training & Documentation:

- Provide basic IT training to staff and students on system usage, email setup, and cybersecurity best practices.
- Develop user guides and documentation for common IT processes.

System & Network Support:

- Assist in managing the Learning Management System (LMS) and troubleshooting related issues.
- Support the IT team in maintaining the college website and online platforms.
- Assist in setting up and maintaining college email accounts and communication systems.
- Support new system rollouts and software migrations.

- Assist in video conferencing setup and troubleshooting.

Other Duties:

- Assist in IT-related projects, such as system upgrades, software migrations, and new technology implementations.
- Work closely with the IT Manager to improve IT services and efficiency.
- Perform other IT-related duties as assigned.
- Support multimedia and sound system setup for lectures and events.
- Ensure follow-up with staff and students to confirm issue resolution.

Required Qualifications & Skills:

Bachelor's degree in Information Technology, Computer Science or Information Systems. with demonstrated compliance in the following:

- Minimum of 6 years of experience in IT support.
- Troubleshoot and resolve issues related to computers, printers, internet connectivity, and other IT resources.
- Proficiency in Windows OS, Microsoft Office Suite, and IT security best practices.
- Assist in monitoring network security and report any vulnerabilities or incidents to the IT Manager.
- Experience with Learning Management Systems (Moodle) and Office 365. o Maintain an inventory of IT assets and ensure proper documentation.
- Assist in setting up new devices and configuring software for users. o Basic networking knowledge (LAN, Wi-Fi, VPN) and structured cabling.

Soft Skills:

- Strong problem-solving and analytical skills.
- Excellent communication and interpersonal skills.
- Ability to work independently as well as collaboratively within a team.
- Strong organizational skills and ability to handle multiple tasks simultaneously.

Application Details

A letter of application addressing each of the criteria listed under the required qualification and Skills more specifically Technical Skills. This application letter will form the main basis for shortlisting. Application should include a detailed curriculum vitae, an original birth certificate, academic transcripts, and contact addresses of three academic referees, to be sent to:

“Vacancy – IT SUPPORT OFFICER”,

Sangam College of Nursing and Health Care Education,

P.O. Box 2047, Labasa.

Applications close on 3rd April 2025 at 4 pm.