Position: ICT Support Staff Member

Job Description:

As an ICT Support Staff Member at Facilities Pro 4U, you provide technical assistance and support for the organisation’s information and communication technology systems. Your primary responsibilities include:

- Technical Support: Providing technical assistance to staff members who encounter ICT issues, including hardware, software, and network problems.

- Troubleshooting: Diagnosing and resolving ICT-related problems promptly and effectively, ensuring minimal downtime and disruptions.

- Installation and Configuration: Assisting with installing and configuring software, hardware, and peripheral devices.

- User Training: Conducting training sessions to help staff understand and effectively use ICT systems and software.

- Documentation: Maintaining accurate records of technical issues, solutions, and preventive measures.

- Security: Assisting in implementing and maintaining ICT security measures to protect the organisation’s data and systems.

- Hardware and Software Maintenance: Participating in the maintenance and updates of ICT hardware and software.

- Recommendations: Offering recommendations for improvements in ICT systems, hardware, and software.

Qualifications:

- A Certificate III in ICT or Vendor certifications.

- Demonstrated experience in providing ICT support and troubleshooting.

- Proficiency in a range of ICT hardware and software.

- Strong problem-solving skills and the ability to work well under pressure.

- Excellent communication and interpersonal skills.

As an ICT Support Staff Member, you are an essential part of ensuring the smooth operation of ICT systems, contributing to the overall efficiency of Facilities Pro 4U. Your role is vital in addressing technical issues and providing valuable support to staff members.