

TERMS OF REFERENCE

Post: Senior Support Specialist, IT

Reporting relationship: HOD

Gross Salary: MVR 16,245.00

RESPONSIBILITIES AND DELIVERABLES

1. Diagnosing and resolving hardware, software, and network issues for employees, including desktops, laptops, printers, and other IT equipment.
2. Installing and configuring hardware and software to ensure usability.
3. Managing user accounts and permissions, including setting up new users, modifying access rights.
4. Troubleshooting and resolving issues related to network connectivity, internet access, and email.
5. Collaborating with IT team members and departments to identify and implement technology solutions that improve operational efficiency.
6. Managing and maintaining inventory of IT equipment
7. Logging and IT support issues and requests and tracking their progress from initiation to resolution.
8. Identifying and addressing any shortages in IT systems or tools and recommending appropriate upgrades or replacements to ensure optimal performance and efficiency.
9. Implementing and maintaining firewalls, antivirus software, and other security measures to safeguard IT systems from threats.
10. Any other duties that may be assigned from time to time.

REQUIREMENTS

1. Completion of MQA Level 7 Qualification in Computing or related field with 1-2 years of professional work experience in the field. Or,
2. Completion of MQA Level 5 / Level 6 Qualification in Computing or related field with 5-6 years of professional work experience in the field.

SKILLS AND COMPETENCIES

1. Experience in troubleshooting and resolving hardware, software, and network issues.
2. Knowledge of operating systems, software applications, and network protocols.
3. Ability to provide fast responses and solutions.
4. Good interpersonal and communication skills.
5. Ability to manage multiple tasks and priorities.
6. Ability to adapt to changing technologies and learn new skills as needed.
7. Be updated on the latest IT knowledge, hardware, and applications.
8. Knowledge of using Microsoft Server, including managing Active Directory, Group Policy, DNS, and DHCP, would be an added advantage.
9. Knowledge of Microsoft 365 Apps and administration would be an advantage.