



JOB DESCRIPTION

POSITION TITLE:	ICT Systems Support Officer
JOB REFERENCE:	ISSO/2023/10
REPORTS TO:	Manager ICT Services
SECTION:	ICT Support Services
DEPARTMENT:	ICT Services

JOB SUMMARY

The ICT Systems Support Officer works on 24x7 shift to provide Tier 1 and 2 day-to-day support to the Airport/Company ICT systems end-users. This role, which encompasses various areas of IT expertise, installs and configures computer systems, diagnoses network, hardware and software faults and solves technical and application problems, either over the phone or in person.

PRINCIPAL ACCOUNTABILITIES

- Install, configure and deploy client/network IP equipment and peripherals, including workstations, laptops, printers, MFDs, scanners, mobile equipment, projectors, digital signage, etc. as per manufacturers' recommendations, best practices and procedures in place.
- Respond to requests for service calls from end-users and ICT teams and provide service delivery and Tier 1 and 2 technical support as per defined Incident Response plan and Client Service Level Agreements. Provide telephone, face-to-face and remote support to users. Advise users of correct operating methods to prevent systems breakdown/misuse; troubleshoot, analyze and resolve problems with ICT equipment, networks and systems. Escalate critical issues to respective Systems Administrators/Analysts and notify the Terminal Operations Manager/DTC and respective Manager(s) as per escalation procedures. Follow up with suppliers/contractors for preventive and curative maintenances on ICT systems and equipment. Assist all ICT teams in resolving problems.
- Execute preventive maintenance plans on ICT equipment and systems for proactive identification and correction of system problems or weaknesses to meet performance requirements as per manufacturers' recommendations and best practices and procedures in place; Carry out regular physical and remote checks on ICT systems and equipment in BDs, FDs and other rooms as per ICT procedures in place.

PRINCIPAL ACCOUNTABILITIES

- Execute client-based - and/or assist in deployment of centrally managed - systems roll-outs and upgrades, including application of bug fixes/patches, and software/driver/firmware updates as per work plan and systems' manufacturers' recommendations and best practices and procedures in place.
- Fill in, sign off, and have customer sign off, ICT forms as applicable and file them electronically as per procedures in place; update CMMS with records of all installations, interventions, preventive and curative maintenances, activation of service, physical and remote checks, transfers of equipment carried out; forward information for billing purpose to the ICT Systems Administrator concerned when required.
- Take delivery of ICT equipment and consumables from Supplier and/or Stores; inspect supplied items and ensure they match all specifications of the order – escalating any anomalies noted to the Supplier, Stores and/or Systems Administrator as applicable.
- Oversee and follow up with the cleaning contractor and for regular cleaning of BDs, FDs, ICT equipment in common use areas as per ICT standards.
- Provide assistance to end-users having difficulty in using any ICT systems.
- Drive vehicle for pickup and delivery of equipment or other interventions.
- Assist in preparation of technical specifications for standard ICT software and equipment.
- Replace and transfer tape cartridges from server drives and autoloaders as per schedule and requirements of the respective Systems Administrator.
- Perform other duties as may be assigned by the Manager ICT Services and/or ICT Systems Administrators.

PERSON SPECIFICATION

Knowledge:

- H.S.C with two A-Levels
- Two-year (full-time) Advanced Diploma in Computer Science or related field from a recognized institution acceptable to ATOL.
- 2+ years of proven post-diploma experience in the installation, configuration, maintenance and troubleshooting of campus network and telecom systems and Windows-based client computer systems in a similar environment.

Skills:

- Excellent knowledge of Windows Pro 10/11, Microsoft Office, Google Workspace, Android and IOS tablets and smartphones.
- A valid driving licence
- Good analytical and problem solving abilities
- Good written and oral communication skills
- Good time management and multi-tasking skills
- Excellent listening and questioning skills, combined with the ability to interact confidently with customers

- Good physical condition and ability to lift heavy objects/equipment.
- Good interpersonal skills
- Results-oriented and pay attention to detail.
- Good team player
- Ability to challenge the status quo and think outside the box

Attitude:

- Must have a positive and can do attitude.
- Willing to go the extra mile to make things happen.
- Display a strong desire to learn new things and keep abreast of new technologies.
- Be enthusiastic and proactive.

OTHER INFORMATION**How to apply?**

If you believe you have the right profile and can take up the challenge, please send the following documents by registered post **not later than 26 April 2023 at 15h30** local Mauritius time.

1. Motivation letter
2. Full resume/ CV
3. A photocopy of National Identity Card
4. Copies of educational certificates with letters of equivalences from the MQA as applicable.

Applications should be addressed to:

Human Resources Department
Airport Terminal Operations Ltd (ATOL)
Passenger Terminal Building
SSR International Airport
Plaine Magnien
Mauritius

Notes:

- Successful candidates will initially be employed on contract basis for a period of one year with the possibility of permanent employment thereafter based on satisfactory performance.
- Job references should be specified on the envelope and your motivation letter.
- Only the best qualified candidates will be called for the interview.
- Applications received after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.
- Prior to appointment, successful candidates will be required to submit a certificate of character as per the Company Policy.
- Applicants should be Mauritian Nationals.

ATOL reserves the right not to make any appointment following this advertisement without incurring any liability towards any applicant.

An Equal Opportunity Employer