Terms of Reference: IT Technician

The purpose of this document is to define the Terms of Reference for the position of IT Technician. The IT Technician will be responsible for providing technical support, troubleshooting, and maintenance services for the organization's information technology infrastructure.

Position Overview:

Position Title: IT Technician
Department/Division: Engineering Department/IT Division
Reporting to: IT Manager/Supervisor
Employment Type: Full-time

Responsibilities:

The IT Technician will be responsible for the following tasks:

1. Installing, configuring, and maintaining computer hardware, software, systems, networks, printers, and other related devices.
2. Providing technical support and troubleshooting for hardware and software issues, both remotely and on-site.
3. Responding to user inquiries and resolving technical problems in a timely manner.
4. Performing system upgrades, patches, and backups as required.
5. Conducting regular maintenance activities to ensure optimal performance and security of IT systems.
6. Assisting in the planning, implementation, and testing of IT projects.
7. Keeping up-to-date with the latest trends and developments in IT technology.

Qualifications and Skills:

The ideal candidate for the IT Technician position should possess the following qualifications and skills:

1. Certificate in information technology, computer science, or a related field (or equivalent experience).
2. Proven experience in IT support and troubleshooting.
3. Knowledge of computer hardware, operating systems, software applications, and networking.
4. Familiarity with Microsoft Windows, macOS, Linux, and other common operating systems.
5. Strong analytical and problem-solving skills.
6. Ability to work independently as well as part of a team.

Working Conditions:

1. The IT Technician will primarily work in an office environment, but occasional travel to other locations may be required.
2. The position may involve working outside regular business hours, including evenings and weekends, to accommodate system maintenance or address critical issues.