



JOB DESCRIPTION

A IDENTIFICATION INFORMATION

- A1 Job title:** System Support Officer
- A2 Department/Programme:** Finance
- A3 Section/Project:** Information Technology
- A4 Reports to (position):** IT Manager
- A5 Supervises (Name of Positions):** None

B JOB DESCRIPTION

B1 Overall purpose of the job.

The Systems Support Officer provides first- and second-level technical support to ensure the reliable and effective operation of end-user IT systems and services. The role focuses on maintaining a stable user computing environment, resolving technical issues, supporting technology deployments and contributing to the continuous improvement of IT service delivery.

Key Responsibilities

- **Incident & Service Support:** Diagnose and resolve technical incidents and service requests within agreed SLAs, ensuring appropriate documentation, follow-up and escalation.
- **Systems & Application Support:** Install, configure, maintain and troubleshoot desktops, laptops, operating systems, Microsoft 365/Office and approved business applications.
- **Hardware & Peripheral Support:** Diagnose and resolve faults affecting computers, printers, scanners, UPS units and other IT peripherals, including repairs, upgrades and replacements as authorized.
- **Network & Access Support:** profiles and access-related issues, escalating infrastructure faults where necessary Troubleshoot LAN/WLAN connectivity, TCP/IP, DHCP, DNS, domain login, user.
- **Security & Preventive Maintenance:** Support endpoint security, patching and compliance with approved IT configurations, and carry out scheduled preventive maintenance of IT equipment.
- **Deployment & Project Support:** Participate in equipment deployments, system upgrades, site installations and other IT infrastructure and technology projects.
- **Technical Improvement & Documentation:** Identify recurring technical issues, recommend corrective actions and maintain relevant technical procedures and documentation.

C Knowledge, qualifications & Experience

- Bachelor's degree in information technology, Computer Science, Information Systems or a related field.
- 3–5 years of relevant hands-on experience in IT technical support within a corporate or similar environment.

- Strong practical knowledge of Windows client operating systems, Microsoft 365, computer hardware/peripherals, Active Directory, core networking (TCP/IP, DHCP, DNS, LAN/WLAN) and endpoint security, plus working familiarity with Windows Server, virtualization and enterprise networking concepts.
- ITIL Foundation, Microsoft, CompTIA, CCNA or equivalent relevant certification will be an added advantage.

Skills & Competencies:

- Strong technical troubleshooting, fault isolation and problem-solving skills.
- Ability to prioritize incidents, take ownership and escalate appropriately.
- Effective communication and user-support skills, with the ability to work with users at different levels.
- Good technical documentation and reporting skills.
- Ability to work independently and collaboratively within a technical team.
- High level of integrity, accountability and confidentiality.