

IT & TECHNICAL ASSISTANT

JOB DESCRIPTION

REPORTS TO: Head of Technical

Job Brief

The IT Technician will install and maintain computer systems and networks aiming for the highest functionality. As the IT Technician, you will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure.

The IT Technician must have a thorough knowledge of computer software and hardware and a variety of internet applications, networks, and operating systems. The ideal candidate will also have great troubleshooting abilities and attention to detail.

The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability.

Roles and Responsibilities

1. Provide technical assistance to engineers and technicians.
2. Maintain and update Equipment service schedules.
3. Assist in Networking and data management.
4. Answer and respond to customer technical calls and messages.
5. Ensure the safety of Equipment.
6. Maintain and update the list of all IT hardware.
7. Schedule and Assist technicians in handling routine customer issues.
8. Answer and respond to customer calls and messages.
9. Redirect customer calls to corresponding engineers and technicians.
10. Assist and support technicians in repairing electronic products and items.
11. Perform tests and repairs on electronic items, equipment, and machinery.
12. Provide technical services to customers on time.
13. Keep abreast of the technical developments to provide excellent service to customers.
14. Adhere to corporate service standards in technical assistant functions.
15. Perform additional functions, in line with my responsibilities, as assigned by my supervisor.
16. Generate adverts logs from the LED screen database.

Attributes and Skills

- Excellent telephone and email etiquette and interpersonal skills
- Must be a team player
- Good admin abilities and attention to detail
- Good communication and presentation skills
- Ability to work under pressure
- Ability to work in a competitive environment
- Resilient disposition.

Minimum Requirements

- Degree in Information Technology or related field is required
- A minimum of 2 years of sales experience, preferably in the advertising industry
- Previous client services liaison experience will be an advantage

Send your CV to info@digitalmara.co.ke