

## Job Description

Position:	<b>Officer, IT support</b>
Department:	Infrastructure and Support
Reporting to:	Manager, IT Support
Location:	Headquarter

### I. Duties and Responsibilities

- Install Operation System (OS) and Setup Software for New Staff.
- Configure systems.
- Diagnosing the Problem and Resolving.
- Fixing Computer, UPS, Monitor, Printer and Photocopier.
- Running Network Cable and CCTV.
- Record all IT Equipment in the Inventory System.
- Branch Maintenance of IT Equipment.
- Mission to all branches Fix any IT equipment problem weekly, or monthly.
- Support all requests for any new, movement, or change of staff location.
- Control access door (Fingerprint) and intrusion alarm system.
- Other tasks assigned by the line manager.

### II. Qualification

- Bachelor's degree of Information Technology or Certification of other technical skills.
- Understanding, Network devices, VLAN, Port Channel, DNS Server, and File Server.
- Know about components devices and support users.
- Know about Computers, Printers, Networks, CCTV, Access Control, Intrusion Alarm System.
- Able to branch missions at provincial.
- Able to support or do activity at weekend or non-working hour.
- Fast Learner and hard-working.
- Effective solving problem and communication skills.
- Hard-working and able to work under pressure.
- Good communication both in English writing and verbal or other languages.