Job Title: IT Assistant.

Report To: IT Manager.

Work Location: Haret Hreik.

Employment Status: Full Time.

The IT Assistant will manage the overall technology infrastructure including planning, implementation and management of the software applications and hardware infrastructure that supports the organization's operations. The IT Assistant will be involved in systems administration including general computer support, upgrades, software installations, license management, network management, deployment of equipment, inventory tracking, end-user support, and providing user training on use of common business applications.

Generic Responsibilities:

1. Manage the overall technology infrastructure.
2. Work directly with vendors to schedule repairs and maintenance.
3. Deliver timely and high-quality IT hardware, software and services.
4. Maintain Internet and network connectivity.
5. Ensure all the organization's systems are fully compliant with information security requirements and data privacy standards.
6. Maintain documentation of processes, procedures, and troubleshooting guides.
7. Test new equipment and applications and provide thorough feedback.
8. Participate in research and recommendation of improved infrastructure processes and technologies.
9. Raise awareness about evolving computer and technology trends.
10. Ensures that the Organization's related activities are implemented within the Organization's Protection mainstreaming guidelines and reports any breaches/concerns to the department manager and/or focal point for proper action.

Specific Responsibilities:

- Install, maintain, troubleshoot, and update operating systems and user applications, and provide software and system troubleshooting and support; and connect\troubleshoot printers and peripheral devices.
- Schedule software upgrades and patching proactively, and ensure tracking support contracts to ensure notification of renewal timeframe.
- Install, maintain, troubleshoot, and repair wired and wireless networks infrastructure.
- Ensure internet availability and monitor the bandwidth to verify it is being utilized fairly and efficiently among the various Organization branches.
- Check antivirus software periodically and ensure all the Organization's computers are well protected and updated against latest security threats.
- Perform routine support tasks including, but not limited to: resolving windows problems, formatting, outlook setup, applications access, cabling, etc.
- Keep record of the IT department's assets, licenses, accounts and all relevant info in well-organized, updated, and consistent soft copies.
- Provide procurement assistance including, but not limited to, researching solutions, engaging with potential vendors, making recommendations for product purchases and evaluating bids.

Competencies:

Professional Competencies:

- Minimum of 3 years of experience in Information Technology.
- Bachelor degree in IT, Computer Science, Computer and Communications Engineering, or a relevant domain.
- Fluent in English and Arabic, both written and spoken.

Behavioral Competencies:

- Planning and delivering results.
- Working with people.
- Analyzing and troubleshooting skills.
- Managing resources to optimize results.
- Handling insecure environments.