

ROSCOM HQ
Bateman Street
Derby, DE23 8JQ
United Kingdom
Tel : +44 1332 344990
Fax : +44 1332 206424

ROSCOM Africa
PO Box 743
Melkbosstrand, Cape Town 7437
South Africa
Tel : +27 2155 35157
Fax : +27 2155 35157



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IT Technician

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Senior Systems Administrator	VERSION #	1.3
JOB REF	IT Technician	DATE	January 2012

ROLE OBJECTIVES

Operate as part of the IT team in providing support for all users and equipment within Roscom's computing environment.

Troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

Install, diagnose, repair, maintain, and upgrade all PC, Server and Network equipment to ensure optimal system performance.

ROLE AND RESPONSIBILITIES

Perform analysis, diagnosis, and resolution of computer and/or Perform analysis, diagnosis, and resolution of computer, server and network problems, and recommend and implement corrective solutions

Install, configure, test, maintain and support, monitor, and troubleshoot hardware and software in order to deliver required service levels

Assess the need for and implement upgrades, including the installation of computer, server and network components.

Provide 1st and 2nd line support by responding to incoming calls, e-mails, and/or ticket system regarding problems

Assist in preparing, maintaining, and upholding IT procedures

Maintain an inventory of all IT equipment.

Accurately document instances of desktop, server and network equipment or component failure, repair, installation, and removal.

Assist in developing long-term strategies and capacity planning for meeting future infrastructure demands.

Write technical specifications for purchase of PCs, desktop hardware servers, and related products

Desktop PC installation, support, and fault analysis and correction(Hardware/OS/Application)

Laptop setup, support, fault analysis and correction

Linux Physical Server and Virtual Server Installation and maintenance:

- RHEL/Centos/Ubuntu
- Fileservers, DNS, Backups, Networking etc...

Windows Installation and maintenance:

- Windows Server 2003
- User account creation, maintenance, and troubleshooting
- Active Directory, Group Policies and Security

Installation and maintenance of Virtual Private Networks (VPN):

- PPTP, IPSEC

Backup monitoring and verification

Network management (configuration of LAN, switches, routers, servers):

- 3COM, Cisco, Linksys, RouterOS

Documentation and adherence to IT procedures and processes

Report any none trivial information to the Senior Systems Administrator

Any other task associated with this role which is suited to the IT Technician's abilities and level of training

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Technically sound

Friendly and personable appearance

Excellent communicator

Reliable and punctual

Diligent

Able to work with minimal supervision

Must have keen interest in learning new Linux, Networking and IT technologies.

Must have sound knowledge in the following areas:

- Linux
- Networking

PREFERRED SKILLS

ADDITIONAL NOTES