



Job Title	ICT Infrastructure Officer	Position Type	Full Time
Department	Information Services	Level	Intermediate
		Min. Expr Required	

JOB OVERVIEW

This individual is required to assist staff in using various software applications and peripherals so as to achieve their specific goals as well as those of the organisation. He/she is also responsible for rectifying software and hardware problems encountered by staff, and carrying out maintenance work on computers and computer peripherals. This individual is also expected to learn new software and impart knowledge of these products to users. He/she is also expected to recommend new software and hardware for staff use.

ROLE AND RESPONSIBILITIES

1. Provide excellent ICT Technical support through the tracking of helpdesk tickets and calls through to resolution.
Provide advice, establishing requirements, diagnose faults and escalate tickets as required.
Deliver services to required service standards.
2. Manage requests and incidents which are logged through the Help Desk.
3. Project a positive image of ICT and maintain/develop good working relationships with both internal and external stakeholders to improve service delivery.
4. Assist in the evaluation of computer software and hardware, and related user requirements.
5. Design client configurations, operating systems images, and application packages for deployment, to successfully support end users.
6. Install, configure, monitor and maintain computer software and hardware for optimal network performance.
7. Perform preventive maintenance on all computers, printers and peripherals in the Bank.
8. Maintain and report faults on IP Phones and accessories.
9. Analyse, troubleshoot and resolve computer software and hardware problems experienced by users. This may involve researching solutions.

10. Configure and troubleshoot network devices, utilities, connectivity, and access to resources and system monitoring.
11. Document and communicate problems and solutions. The documentation of solutions must cover the entire implementation process.
12. Train users in the operation of hardware devices and all end user applications including but not limited to word processing, spreadsheet, presentation, database, reporting, email communication and organisation
13. Maintain the IT asset database and inventory of stock and spares.
14. Maintain software registration and licence information.
15. Maintain database of all software installed on machines and the licences that relate to this software.
16. Keep abreast with the latest developments in Information Technology, in particular computer software, hardware, networking and security.
17. To be able to conduct end user training on various subject matters when needed.
18. Assist staff to understand their information system needs and provide solutions to meet those needs.
19. Undertake project work on an ad hoc basis for new and existing systems.
20. Any other support and related duties, consistent with the work of the Department, assigned by the supervising officer.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

1. Degree in Computer Science, Computer Engineering, Information Systems or related field. Preference is given to candidates with experience in computer networking.
Or
2. Diploma in Computer Science, Computer Engineering, Information Systems or related field PLUS the Microsoft Certified System Engineer (MCSE), or Microsoft Certified System Administrator (MCSA) Certification, or Comptia A+ AND Network+ Certifications.
Or
3. Degree in Mathematics, Accountancy, Finance or Management and at least one (1) year's **RELEVANT** IT experience in software and hardware help-desk support as well as in the knowledge and experience areas listed below PLUS the Comptia A+ AND Network+ Certifications.

Or

4. Diploma in Computer Science, Computer Engineering, Information Systems or related field and at least two (2) years' **RELEVANT** IT experience in software and hardware help-desk support, and computer networking as well as in the knowledge and experience areas listed below.

Knowledge and Experience

1. Expert level experience working with and training others in the use of Microsoft Office Productivity tools.
2. Good experience supporting and troubleshooting Microsoft Windows 10 clients.
3. Technical experience servicing computers and peripherals.
4. Experience working on software and hardware implementation projects in a multi-discipline environment.
5. Good working experience with computer networks.
6. The incumbent is expected to demonstrate:
 - a) Excellent interpersonal, verbal and written communication skills.
 - b) Ability to monitor work load, manage time, prioritise requests and work within tight deadlines.
 - c) Clear understanding of the IT operations environment with good problem solving skills; and d) Ability to work as part of a team.

Interested persons should submit their job application and a detailed Curriculum Vitae to the Bank not later than

FRIDAY, November 19, 2022 and should be addressed to:

**THE DIRECTOR
HUMAN RESOURCES & ADMINISTRATION DEPARTMENT
BANK OF GUYANA,
P. O. BOX 1003,
1 CHURCH STREET & AVENUE OF THE REPUBLIC,
GEORGETOWN.**

We regret that responses will not be sent to applicants who do not satisfy the Minimum Qualification Requirements for this position.