

DESKTOP PC SUPPORT OFFICER

WHAT IS A DESKTOP PC SUPPORT OFFICER?

A Desktop PC Support Officer is a person who provides assistance to users for their desktop computer environment and operating system software in a network environment.

ROLES OF A DESKTOP PC SUPPORT OFFICER

- Provide support for computer users of a supported list of desktop PC products
- Provide support for a supported list of Desktop PC hardware
- Support and maintain a supported list of computer peripherals (eg printers, scanners)
- Assist with application software problems

CAREER OPPORTUNITIES

- Desktop PC Support Officers are graded according to experience.
- Server Support Officer
- Supervisor

QUALIFICATIONS REQUIRED

- Experience in PC Desktop administration in a current network environment
- Experience in installing and using Intel based PC Desktops
- Experience in email systems at the Desktop
- Experience in administering an anti-virus environment at the Desktop
- Relevant certification (including Vendor) or academic qualifications viewed favourably

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

- Self motivated
- Patient
- Keen to pursue a career in computer / network support
- People person
- Logical thinker

PERSONAL SKILLS OF A DESKTOP PC SUPPORT OFFICER

- Good listener
- Good communicator
- Team players

CONTACT US: Recruitment Services Unit

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