

SERVER SUPPORT OFFICER

WHAT IS A SERVER SUPPORT OFFICER?

A Server Support Officer is a person who monitors and maintains the PC Servers and their Operating System software to ensure the network is performing at an optimum level. A Server Support officer is also responsible for monitoring and maintaining the corporate messaging system (email), virus protection, backup and recovery.

ROLES OF A SERVER SUPPORT OFFICER

- Provide support for PC Server hardware.
- Provide support for PC Server Operating System software.
- Maintain and support email system.
- Ensure the security of both data and the network.
- Maintain technical documentation regarding the PC Server environment.

CAREER OPPORTUNITIES

- Server Support Officers are graded according to experience.
- Supervisor.

QUALIFICATIONS REQUIRED

- Extensive PC network management experience.
- Experience in maintaining email systems.
- Server installation and maintenance experience.
- 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
- Logical thinker
- Patient and persevering
- People person
- Keen to pursue a career in computer/network support

PERSONAL SKILL REQUIRED OF A SERVER SUPPORT OFFICER

- Good listener
- Good communicator
- Team player

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