IT Technician Job Description Template

We are looking for technically skilled candidates with good problem solving abilities for the position of IT Technician. The duties of an IT Technician include being a reference point for all IT related queries at the user level, responding to user needs in a timely manner, ensuring all systems technical systems are running smoothly and without fault, documenting any technical maintenance and issues that are found as a result, among other technical duties.

IT Technicians are expected to display good verbal and written communication skills and customer service skills as they will interact with colleagues from various departments and levels. They are required to listen to their technical needs and understand issues to identify and implement fixes.

Key Responsibilities:

- Install and configure both hardware and software components
- Troubleshoot any hardware and software issues
- Ensure compliance with all electrical safety standards and regulations
- Repair or replace damaged hardware
- Upgrade technical systems to enable compatible software usage
- Install and upgrade anti-virus software to ensure security
- Perform tests and evaluate new software or hardware
- Provide technical support to users and being the first point of contact for queries
- Establish and maintain good relationships with departments and colleagues
- Conduct daily system backups
- Produce and manage technical documentation

Personal Specification:

- Degree in Computer Science or similar fields
- Minimum 2 years' experience in computer networks and systems maintenance or similar fields
- Excellent written and verbal communication skills
- Strong in database programming and software installation skills
- Attention to detail
- Good problem solving skills