POSITION DESCRIPTION

IT TECHNICIAN

Position No.	MEL0109-2023
Vacancy Type	Internal & External
Classification	PSI 7
Salary	Rs. 25,700 x 600 – 27,500 x 800 – 37,100 x 1,000 – 46,100
Employment Type	Permanent position
How to Apply	Online applications are preferred. For online application and downloading Application Form, please visit: https://mauritiusmetroexpress.mu/job-vacancies/?lang=en
	Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - career@metroexpressltd.org
	Via post: Applications together with scanned copies of academic qualifications can also be addressed to: - **Human Resources Manager** Metro Express Limited, Level 3, SICOM Tower, Wall Street, Ebène 72201
	The envelope or the title of the email should be clearly marked **"IT Technician"**.
Position deadline	Friday, 20 October 2023 Application made without completed MEL Application Form and received after the closing date will not be considered.

Job Title:
IT Technician

Reporting Line:
Manager, IT

Function/Division:
Corporate/O&M

Location: Ebene/Richelieu

Qualifications:

i. Minimum relevant diploma in Computer Science, Information Systems, or related field or an equivalent qualification acceptable to the Board of MEL; and

ii. Minimum of 3 years of proven post-qualification experience as a help desk technician, computer technician, IT support, or hands-on experience with diverse computer systems and networks.

iii. Possess CompTIA A+, CCNA certification, or other related IT professional certification; in-depth knowledge of internet security and data privacy principles;

Attributes:

(i) Eloquent communicator (verbal and written) with the ability to quickly establish credibility and simplify the complex data for all stakeholders, pro-actively draw out key issues with a strong ability to troubleshoot and resolve multiple issues.

(ii) Excellent interpersonal skills, an inquisitive mind, and the ability to work effectively in a matrix organisation with multiple functions and organisational levels, together with a positive attitude and strong work ethic with high integrity required.

(iii) Ability to be hands-on and detail-oriented, manage competing priorities in a dynamic and fast-paced work environment by encouraging collaboration and knowledge sharing, and consistently delivering quality work to agreed deadlines.

(iv) Up-to-date knowledge of new systems, information, software, and upgrades.

(v) May be called upon to work outside normal working hours, including Saturdays, Sundays, and Public Holidays.

The duties and responsibilities include but not limited to:

1. To serve as the first point of contract for IT support within the organisation;
2. To maintain, repair, and administer the computer system including all related peripherals;
3. To be responsible for the proper maintenance and minor repairs of computers and liaise with suppliers for repairs and maintenance as well as maintain records/logs of all repairs and fixes;
4. To set up equipment for new users ensuring that systems are ready for use and operating safely and correctly;
5. To assist in the design, implementation and maintenance of databases and the management of the IT systems;

6. To devise and maintain appropriate systems of security in relation to hardware and software;
7. To prepare specifications and to advise of the purchase of computers, printers, and other IT related equipment and their spare parts;
8. To provide technical guidance and support to users and perform first level troubleshooting of IT infrastructure (hardware, software and network);
9. To liaise with suppliers for repairs and/or maintenance of IT equipment/infrastructure;
10. To troubleshoot and configure network problems;
11. To keep systems up-to-date through operating systems upgrades;
12. To maintain a database of all software licenses ensuring that all software is licensed;
13. To perform periodic data backups;
14. To evaluate connectivity issues, equipment and software;
15. To monitor web performance, network availability and security;
16. To assist in the management and administration of MEL network; and
17. To perform such other duties related to the main duties listed above or related to the roles ascribed to him.

MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidate.