

POSITION DESCRIPTION



Junior IT System Administrator

Position No.	MEL0926
Vacancy Type	Internal & External
Classification	Grade 7
Salary Range	Negotiable

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 Ltd
Metro Express Depot
Branch Road, Richelieu

The envelope or the title of the email should be clearly marked **"JUNIOR IT SYSTEM ADMINISTRATOR"**.

Position deadline **Wednesday 30 September 2026 by 15:00**

Application made without completed MEL Application Form and received after the closing date will not be considered.

Job Title:
JUNIOR IT SYSTEM
ADMINISTRATOR

Reporting Line:
IT MANAGER

Function/Division:
IT

Location: Richelieu

Qualifications:

- (i) A Bachelor's Degree or Diploma in Information Technology, Information Systems, or a related field will be an advantage.
- (ii) Minimum of 2-4 years of relevant experience
- (iii) Proficiency in Windows OS and Microsoft 365 including Teams & Sharepoint;
- (iv) Basic networking knowledge (LAN, Wi-Fi, IP addressing).

Attributes and Core Competencies:

- a) Basic networking knowledge (LAN, Wi-Fi, IP addressing).
- b) Hardware troubleshooting.
- c) Professional Certifications (Preferred):
CompTIA A+, Network+, Microsoft Certifications, AI/cloud/security training.

The Junior IT System Administrator is responsible for ensuring the smooth, secure, reliable, and efficient day-to-day operation of the organisation's IT environment. The role covers the administration, maintenance, monitoring, troubleshooting, and technical support of IT infrastructure and services, including servers, storage systems, cloud-based services, workstations, laptops, printers, network equipment, software applications, and other IT peripherals. The Junior IT System Administrator provides timely and effective technical support to users, assists in the administration of IT systems and services, maintains IT assets and documentation, supports IT projects and implementations, and coordinates with internal stakeholders, service providers, and vendors to ensure the continuity and availability of IT services.

The duties and responsibilities include but not limited to:

1. Provide IT support, troubleshooting and resolving hardware, software, workstation, printer and peripheral issues.
2. Diagnose and resolve network and connectivity issues, including LAN, WAN, Wi-Fi and VPN.
3. Install, configure and maintain Windows operating systems and business applications, ensuring systems are updated and operational.
4. Manage user accounts and access permissions, including Active Directory, Group Policy, Microsoft 365, email, Teams and SharePoint.
5. Manage core IT infrastructure services, including Active Directory, DNS, DHCP and

Group Policy.

6. Log, track and resolve IT incidents and service requests, ensuring compliance with IT SLAs and appropriate escalation procedures.
7. Perform IT maintenance, backup verification and restoration activities, maintaining proper logs and documentation.
8. Maintain IT asset, hardware and software inventories, including licences, warranties, serial numbers and stock requirements.
9. Coordinate with vendors and third-party service providers, manage technical escalations and monitor supplier performance and SLAs.
10. Maintain IT documentation, knowledge bases and audit records while enforcing IT policies, security requirements and operational procedures.

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

Date: 01 September 2026