

Terms of Reference: ICT Technician

This document outlines the terms of reference for the role of an ICT Technician. In general, the role involves ensuring efficient operation of computer systems, networks, hardware, software and other devices.

1. Responsibilities - Position Description:

- **Hardware and Software Support:** Provide technical assistance and support for computer systems, hardware, software, and network- related issues
- **Troubleshooting:** Diagnose and resolve technical problems related to hardware, software and network connectivity.
- **Installation and Configuration:** Install, configure, and maintain computer systems, software application, printers and other ICT equipment.
- **Network Maintenance:** Assist in the maintenance and monitoring of local area network (LAN)
- **Recovery:** Assist in data recovery as and when required.
- **User Support:** Provide technical support to end-users, addressing their inquiries, issues and requests in a timely professional manner.
- **Security:** Implement and maintain security measures, including antivirus software, firewalls and security patches to safeguard FMCL infrastructure and data.
- **Photoshop:** Support photo editing as and when required.
- **ICT Inventory:** Take full responsibility over FMCL's ICT equipment, maintain and update inventory in a timely professional manner.
- **Other task:** Any other task as and when assigned by the supervisor and management

2. QUALIFICATION:

- A Class X pass with minimum of 2 years' experience in the relevant field. Must also have a certificate in Hardware and Networking.
- **Technical Proficiency:** A strong knowledge of computer hardware, software, operating systems, networking and troubleshooting techniques.
- **Problem Solving:** Ability to analyze and solve technical problems efficiently.
- **Time Management:** Effective time management skills to handle multiple tasks and prioritize them appropriately.

3. EMPLOYMENT TYPE:

ICT Technician will be on regular basis.

4. SALARY AND ALLOWANCES:

The salary and allowances of the ICT Technician shall be as follows:

- a. Position: S4
- b. Basic pay: Nu. 14,450.00
- c. HRA Allowance: 20% of the Basic pay
- d. Fixed Allowance: Nu.9000.00

Other allowances and benefits as per the service rule of the Company.