Functional Title:	**IT Support Officer**
Responsibility level/Grade:	**Officer (4)**
Department/Project/PN:	**Central Office**
Work station:	**Kathmandu**
Incumbent's Name:	**Vacant**
Principal Evaluator:	**IT Specialist**

JOB SUMMARY

The IT Support Officer will provide IT support to all users at CARE Nepal. His/her major responsibilities will include but not limited to: desktop/laptop computer support, anti-virus measures, network and communication support, data and email communications setup and support to users, computer hardware & software support, hardware & software inventory management, replication of IT policies & procedures, operation of IT/audio visual equipment pool, user training and remote support.

The employee shall fully comply with CARE policies and procedures and should be accountable for it.

KEY TASKS AND RESPONSIBILITIES:

R1.   Application Support

- Configure and troubleshoot PC, laptops, desktop applications and A/V conferencing tools as per official procedure, and install operating systems (e.g. MS-Office, Windows 10, Zoom, Teams etc.).
- Monitoring and removal of unauthorized and unlicensed software from CARE systems.
- Receive and respond to support requests according to procedures.
- Keep users aware about new viruses and other threats and ensure proper anti-virus measures on all desktop/laptop computers.
- Ensure optimum use of IT resources and report misuse.
- Work closely with Communication unit for updating CARE-Nepal web site as backup when required.
- Provide after-hours support in emergency situations.

R2.   Hardware Support

- Monitor and maintain the warranty of IT equipment/accessories and plan timely replacements on any defective parts.
- Conduct regular preventive maintenance and servicing of computer equipment.
- Ensure physical security of computer equipment and accessories.
- Evaluate hardware that are currently in use and make recommendations for replacements/purchase.
- Support on preparing proper specification of IT equipment and ensure those official specifications are met while procuring IT equipment.
- Configure & install new hardware, software and IT accessories such as laptop/computer, printer, and projectors.

- Perform troubleshooting and repairing of existing hardware defects where possible to avoid IT disruptions or minimize the computer system down time.
- Maintain positive liaison with vendors and monitor external repairs.
- Provide timely feedback and other information on IT system and accessories.

R3.   Network Operations and Maintenance

- Maintenance of local LAN communication links.
- Installation, configuration and repair of network equipment, e.g.: Hubs, Switches, routers, modems, network cards, etc.
- Troubleshoot telecommunication problems and setup Wi-Fi devices as required.
- Network cabling – documentation of each network caballing points and maintenance associated with it.
- Network user administration and maintenance with proper documentation.
- Coordinate with Internet service providers for maintaining/resolving Internet connectivity issues both at CO and field offices.
- Troubleshooting of user security & access related problems.
- Ensure timely maintaining of off-site backup copies and review recovery of these data quarterly.

R4   User Training

- Plan and conduct routine training for all users in coordination with IT Specialist. Ensure all staff are able to conduct smooth remote work.
- Provide hands-on guidance and coaching.
- Prepare and distribute training hand-outs and tips to users.
- Provide orientation to new users on organization IT recourse uses.
- Prepare and provide effective tips to increase users efficiency

R5.   Report Maintenance and Vendor Liaison

- Evaluate hardware and determine need for repair and send Hardware for external repair.
- Maintain recording of external repairing of IT equipment and liaison with vendors & service providers and follow up for external repair/maintenance.
- Preparation of PR for repairing works as per requirement.
- Return back out of order parts and keep appropriate records for bad spares and prepare list for write off. Provide support on recommending for the disposal.
- Maintain, monitor and tracking Vendor's service warranty for the repaired and replaced IT equipment.
- Ensure proper charging information and necessary line manager approval in the IT service request form.
- Monitor service rate and part's price is reasonable as per current market price

R6.   Other duties

- Make routine support visits to field/team offices for IT trouble shooting & maintenance as appropriate.

- Provide online user support remotely by using telephone, e-mail as well as remote support tools on IT issues.
- Install and setup require IT equipment at different meeting/conferences as per requirement.
- Support partner organization in strengthening their IT system and skills when required.
- Maintain up to date inventory records of all IT equipment and software in the respective offices
- Ensure user are socialized on compliance to IT policies & procedures
- Attend meetings at field offices when required to give advice/assistance on IT issues.
- Proper documentation of all IT process as per policy

R7.   **Upholding CARE's Core values and ensuring its principles**
- Link and demonstrate CARE Nepal's core values, programming principles, strategic objects, gender equity, equality & social inclusion in programming and behaviors
- Comply and exercise organizational values and culture
- Help to promote rights and good governance
- Responsible for gender responsive behavior in all actions and decisions

Working conditions: IT Support Officer will be based at Kathmandu Office but may be called upon to travel to other offices as and when required beside scheduled visit.

PERSON SPECIFICATION REQUIREMENTS:
Qualifications and Experience:
Bachelor's Degree in Computer Science or equivalent with Minimum 3 years' experience in providing direct IT support to users in a medium to large Windows Server 2012/2016/2018 LAN environment. Practical Experience on standard software & hardware installation/maintenance and troubleshooting is a must. The IT support officer should have Strong Knowledge in different types of Operating System and Common IT Applications. MCP, CompTIA A+ /Network + Certification(s) will be considered added advantage.

Skills and Competencies:
- Proficiency on IT Customer Service.
- Good planning & organizing skill for IT support
- Working knowledge on network component installation and troubleshooting.
- Effective problem solving skill for common IT applications, hardware, and internet-email troubleshooting
- Efficient time management skill and stress tolerance capability
- Good knowledge on systematic documentation on IT services and components
- Working knowledge on IT equipment pool management system, on vendor liaisons and monitoring repair of IT equipment, and maintenance and warranty claim activities.
- Skill on IT equipment inventory management system.
- Phone call support
- Good verbal and written communications skills

Incumbent's Signature: …………………………………………….   Date: …………………..
Supervisor's Signature: …………………………………………….   Date: …………………..