



British
High Commission
Dar es Salaam

JOB TITLE: Deputy IT Support Officer (DTSO) AO (14/24 DAR)

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Job Category

Foreign, Commonwealth and Development Office (Operations and Corporate Services)

Job Subcategory

Corporate Services Support

Application deadline: 14 June 2024

Grade: Administrative Officer (AO)

Type of Position: Permanent

Region: Africa

Country/Territory: United Republic of Tanzania

Location (City): Dar Es Salaam

Type of Post: British High Commission

Salary: TZS 2,592,585

Start Date: 1 August 2024

Job Description (Roles and Responsibilities)

Main purpose of job:

The Deputy IT Support Officer (DITSO) is responsible for responding to customer requests by diagnosing and resolving problems and for supporting the ongoing technology needs of all employees by providing help desk support. They work with a broad range of infrastructure products and basic networking components. They provide maintenance and support for moderately to highly complex client products and work on one or more projects concurrently as a team member.

Roles and responsibilities:

SERVICE DESK/CLIENT IT SUPPORTS

- First point of contact and day-to-day technical support to end users;
- Responds to IT requests via multiple sources such as phone and e-mail;
- Enters call data into the tracking system.
- Interacts with clients in a courteous and professional manner.
- Provides user access service.
- Diagnoses problems by evaluating multiple options.
- Develops checklists and scripts for resolving routine problems.
- Escalates problems when necessary.
- Documents problem status and resolution in tracking log.
- Alerts team members about recurring problems.
- Communicates updates on issues in a timely manner to ensure client satisfaction and productivity.
- Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices.
- Follows established procedures for performing configuration changes, updates and upgrades.
- Performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
- Provides technical support to meetings that include video conferencing.
- Monitors and communicates system status.
- Diagnoses and resolves client workstation and mobile device hardware and software issues.

SERVICE LEVEL MANAGEMENT:

- Collaborates in the development of service-level objectives and takes steps to meet or exceed targets.
- Explains service procedures to clients.
- Follows up in a timely manner to ensure customer satisfaction.

- Keeps performance metrics.
- Identifies recurring and potential problems and notifies team members.
- Flag any procedures and controls for service improvements to IT Manager.

DOCUMENTATION / INVENTORY

- Creates, modifies and reviews documentation of SOPs.
- Documents solutions to common problems and responses to frequently asked questions.
- Document all procurement documents.

Maintains IT inventory for all IT equipment and/or software in accordance with company policy and procedures.

Resources managed (staff and expenditure):

IT Assets

Essential qualifications, skills and experience

- Diploma in IT/ITIL v4 (Foundation Level)
- Additional: CCNA,
- Network +
- Video Conferencing knowledge,
- Basic troubleshooting.
- Driving skill

Desirable qualifications, skills and experience

- Excellent Windows 10 and MS office experience.
- Experience on helpdesk support environment.
- Experience on internet or telecom Service providers.

Required behaviours

Communicating and Influencing, Delivering at Pace, Making Effective Decisions, Managing a Quality Service, Working Together

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