# NATIONAL ENVIRONMENT AND PLANNING AGENCY

## JOB DESCRIPTION AND SPECIFICATION

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|---|---|
| **JOB TITLE:** | End User Support Officer |
| **JOB GRADE:** | **5** |
| **POST NUMBER:** | |
| **DIVISION:** | Corporate Management |
| **BRANCH:** | Information Technology |
| **REPORTS TO:** | Technical Support Specialist |
| **MANAGES:** | n/a |

This document is used as a management tool and specifically to enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:


_____     _____
Employee                                                    Date


_____     _____
Manager/Supervisor                                      Date


_____     _____
Head of Department/Division                        Date


_____     _____
Date received in Human Resource Division        Date Created/revised

### Strategic Objectives of the Division/Branch:

The Corporate Management Division provides a portfolio of organization support functions to enable efficient operations of the Agency in executing its mandate and the achievement of its objectives. The Division comprises the following Branches:

**Finance & Accounts Branch:** is responsible for managing the financial affairs of the Agency establishing and maintaining sound financial controls, accounting systems and procedures in keeping with standard accounting principles and practices and GoJs standards and requirements.

**Public Education and Corporate Communication Branch** is responsible for providing public education and consultation support services to the divisions and branches as well as to coordinate the Agency's public relations programmes.

**Information Technology Branch:** is responsible for the ongoing operations and technical support of the agency's technology infrastructure to support operational management and delivery of its services.

**Facilities Management and Operations Branch:** provides registry, security, ancillary and maintenance management services.

**Public Procurement Branch:** responsible to provide procurement management services and administer public procurement on behalf of the Agency.

### Job Purpose:

The End User Support Officer is a member of the team of officers with responsibility for the support, maintenance, and deployment of the Agency's ICT applications, systems, products, and services. The position has specific responsibility for assigned network components, hardware, software, and peripherals and assists with managing the ICT inventory of equipment, supplies and peripherals.

### Key Outputs:
- Completed installation/upgrade tasks
- Users' access
- Updated inventory records
- Backed up data
- Resolutions to systems applications issues

### Key Responsibility Areas: well-organized

### A.  *Technical/ Professional Responsibilities*

1. Assists with installation and upgrades of computer systems hardware, software and peripherals by:
   - Setting up and installing network cables
   - Configuring computers for use on networks
   - Patching panel installation and managing cable/switch racks
   - Configuring and installing data communication equipment (ADSL modems, switches, etc.)

- Installing UPS and power cables
- Programming and installing telephone instruments

2. Administers User access to IT systems and equipment by:
   - Processing user access requests
   - Facilitating the creation of new user account
   - Managing password resets

3. Provides support to end users in assigned area including:
   - Use of approved software/programmes
   - Requests to help desk,
   - Electronic mail, internet and telephone
   - Delivery of training

4. Assists with the maintenance of the Inventory of ICT Equipment and peripherals by:
   - Documenting structured cabling system.
   - Labelling existing and new network points and updating the database
   - Recording and updating database for static IP address for printers
   - Updating records of changes made to equipment.
   - Recording issues with spare parts (mouse, keyboards, hard disk drives, UPS batteries etc.,)

5. Assists with data backup as required and participates in IT projects undertaken by the Branch

6. Keeps abreast of trends related to information technology in particular areas of assigned responsibility.

### B.  Other Responsibilities

The incumbent may, from time to time be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.

### Authority
None

### Performance Standards:
- Established targets are consistently met
- Stipulated deadlines, security and quality standards are consistently met
- Accuracy and timeliness are consistently observed in execution of duties
- Confidentiality and integrity are maintained in the execution of duties.
- Good coordination and effective working relations exist with users

## Internal and External Contacts (*specify purpose of significant contacts* ):

### (i) Internal

| Contact (Title) | Purpose of contact |
|---|---|
| All staff | Respond to problems, Provide training |

### (ii) External Contact (required for the achievement of the position's objectives)

| Contact (Title) | Purpose of Contact |
|---|---|
| Consultants/service providers | Discuss/address systems problems, Oversee services provided |

## Working Conditions
- Typical office environment
- Periodic travel to other Agency locations

## Required Competencies

- Excellent Interpersonal Skills
- Excellent analytical, and problem solving skills
- Sound knowledge of network design and systems management
- Ability to communicate at all levels.

## Minimum Required Education and Experience

- Certificate/Diploma in Computer Science or Computer Technology.
- Microsoft Certified Systems Engineer (MCSE) or similar Network Operating System Certification.
- Two year experience in a similar position