TOR for IT Assistant

- Installing and repairing operating system and other system software.

- Installing and repairing application software and security software (e.g. Anti-virus) on PCs.

- Troubleshooting hardware and repairing defective components on PCs.

- Troubleshoot printers, network and other software and hardware device drivers on PCs.

- Configuring and commissioning new PCs for the office.

- Provide system related technical support.

- Maintain and update the Organization's webpage at all times.

- Closely monitor and scrutinize the computer and accessories requirements for all the sections under the Organization.

- Ensure and maintain that local network/server and internet facilities under the Organization are working properly at all times.

- Shall be responsible and be the custodian of ICT tools and equipment of the Organization.

- Shall monitoring the ERP System.

- Providing system related technical support and advice to staff on ERP.

- Resolving issues reported by the staff.

- Simulating problems raised by staff.

- Supporting end users in times of difficulties in logging into the system or in times of error while doing transactions.

- Creating and maintain various user IDs and their user access rights in ERP systems.

- Checking, maintaining and ensuring that ERP Next system is working at all times.

- Maintaining backup of report utilities and generated reports.

- Supporting end users in times of difficulties and be the focal for ERP Next.

- Any other tasks assigned from time to time by the supervisor/management.