

## **Terms of Reference for IT Technicians**

### **Job Summary**

IT technician in STCB will be responsible for system & network maintenance work along with printer repair. He or she should have sound knowledge on networking and troubleshooting along with hardware repair and software installation. IT Technician will report to IT unit head.

### **Duties and responsibilities**

- Provide First level on-sight, support for users.
- Should be able to provide network administration of IT equipment ranging from PC equipment to network routers.
- Diagnosing and correcting connectivity issues.
- Preventive maintenance and Management of network equipment.
- PC maintenance and repair.
- Printer maintenance and repair.
- Help sales executive on stock count once every week.
- Look for government tenders and get a copy of tender documents.
- Keep track of all requests that have come through.
- Keep track of stock in show room, stock in inventory and stock in transit and report the same to manager once in every week.
- Deliver the tender goods to respective organisations and install them if necessary.
- Follow STCB's internal IT guidelines to process all internal IT request.
- Timely delivery all requests pending or new requests that come up.
- Providing knowledge transfer to fellow staff on all the fixes that you perform.
- Hand over the pending work to fellow staff; in case if you are going for holiday or emergency leave.

### **Functional Competencies**

- Set challenging targets and achieves them within time frame.
- Willingness to accept new assignments and relocate.
- Take responsibility and complete the task assigned within the time frame.
- Initiate creative ideas for customer support and implement it.

### **Job Knowledge / Technical Expertise**

- Should be able to install hardware or software systems
- Should be able to maintain or repair equipment
- Should be able to Troubleshoot a variety of computer issues
- Should be able to Set up computer security measures
- Should be able to Configure computer networks
- Should be able to Offer technical support on-site or via phone or email

### **Promoting Organizational change and development (Assisting individuals to cope up with the change)**

- Provide counselling and training to colleagues about fixes that you provide to each system.
- Provide knowledge transfer to new colleagues in the team about process, policies etc.

### **Client Orientation**

- Anticipate client needs.
- Enable smooth relationship between client and the service provider.
- Keep clients informed of problems or delays in the provision of service.
- Create innovative ideas to attract new clients and maintain existing clients.
- Provide proactive service to the client.

### **Core competencies**

- Promote ethics and integrity, creating organisational precedents.
- Support business acumen.
- Promote open communication.
- Articulate the business information succinctly to clients.
- Share knowledge across organization and built culture of knowledge sharing and learning.
- Positive attitude and prudent initiative to enhance business and support.