I Reason for Existence

Technical Support is responsible in maintaining computing environment by identifying network and hardware requirements; installing upgrades; monitoring network performance. He/ She maximizes computer system capabilities by studying technical applications; making recommendations.

II Immediate Leader

Reports to the Information Technology (IT) Manager.

III Duties and Responsibilities

1. Establish network by evaluating network performance issues including availability, utilization, throughput, good put, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.

2. Maintain network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.

3. Secure network by developing network access, monitoring, control, and evaluation; maintaining documentation.

4. Upgrade network by conferring with vendors; developing, testing, evaluating, and installing enhancements.

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5. Maintain historical records by documenting hardware and software changes and revisions.

6. Install software applications into workstations; entering necessary commands and restrictions.

7. Maximize use of hardware and software by training users; interpreting instructions; answering questions.

8. Conduct hardware repairs and replacing parts if necessary.

9. Perform other functions as assigned by his/her immediate superior.

IV Minimum Qualifications

1. University degree holder in Computer Science, Information Technology, Engineering (Computer/Telecommunication) and other related courses.

2. Required skill(s): TCP/IP, LAN, WAN, DNS, Microsoft/Linux/Unix, Firewalls, Proxy servers, Anti-virus.

3. Required language(s): English, Filipino.

4. At least 2 years of working experiences specializing in IT/Computer software and hardware; preferably at least 1 year of working experience in logistics, supply chain and merchandizing field is required for this position.

5. Strong multitasking skills, team player, proactive and self-motivated.

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