	<h1>Technical Assistant</h1> <h2>Job Description</h2>		<b>Document Number:</b>  JD-SS-10.01
	<b>Department:</b> Projects	<b>Effective Date:</b> March 04, 2016	<b>Revision No</b> 0

### I Reason for Existence


Technical Assistant is responsible in handling Information Technology (IT) related inquiries of F2 System Users nationwide and provide administrative support to projects that maybe assigned to Information Technology Department and Projects Department.

### II Duties and Responsibilities

1. Receive and log all F2 Systems concerns and inquiries to IT Helpdesk Log sheet by issuing ticket reference number to ensure that all ticketed items are resolved.
2. Participate in the process alignment and/or improvement by providing administrative support and coordinate all SBU/Department for the implementation of all related process improvements on F2 Systems and company policies & procedure.
3. Advise user on appropriate action to be taken in resolving F2 Systems issues by coaching them via telecom, email or messaging application to improve the efficiency of the users.
4. Identify, redirect and escalate situations requiring urgent attention to Information Technology (IT) Manager and/or Projects Manager by sending the ticket number through email and short message service (sms) to immediately resolve the issues and concerns.
5. Monitor F2 System utilization by preparing weekly Systems Key Performance Indicators and compliance report for each module to improve the efficiency of the users.

**DDC:** *Please refer to printed files for signatures of approvers.*

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6. Encode the transaction of offline branches to F2 System HWB Module to capture the accurate Cost and Revenue for monthly financial reports.
7. Perform any other function as assigned by his/her immediate leader

### III Minimum Qualifications

1. Graduate of any four year course preferably business or computer science course.
2. Minimum of 1 year experience on the position or with related experience.
3. Strong written / oral communications and organizational skills are required.
4. Adaptable and with problem solving analysis.
5. Attention to detail.
6. High tolerance on stress

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