



JOB DESCRIPTION

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Division/ Department

SHARED SERVICES / PROJECTS

Effectivity Date

03/01/14

Position Title

IT HELPDESK AND PROJECTS ASSISTANT

Revision No:

1

I – Reason for Existence

IT Helpdesk Assistant:

This position generally provides support to IT related inquiries from the users of F2 branches Nationwide. Troubleshoot problems and advise on the appropriate action.

Projects Assistant:

This position responsible for documentation and administrative support for all the projects that maybe assigned to ITD and Projects Department by the management.

II – Duties and Responsibilities

- 1 Received and log all system concerns and inquiries to IT Helpdesk Log sheet.
- 2 Diagnose and resolve software and systems process issues.
- 3 Encoding of transaction for offline branches – DPL, MPH, KLO
- 4 Advise user on appropriate action.
- 5 Identify and escalate situations requiring urgent attention.
- 6 Redirect issues if necessary to IT Manager and/or Projects Manager.
- 7 Prepares activity reports.
- 8 Perform a variety of transactional tasks on behalf of the support team.
- 9 Assist with the administration and ensuring that F2 System is being utilized to achieve its purpose and prepares weekly and monthly compliance reports.
- 10 Prepares correspondence, presentations and/or reports as required.
- 11 Provides administrative support by coordinating with other SBU/Dept for the implementation of Policies & Procedures of the company.
- 12 Facilitate a research about the industry and other information that management may required.

Prepared by/ Date:

Mylene Collado
Projects Manager

Reviewed by/ Date:

Lizzie O. Magat
HR Manager

Approved by/Date:

Chabio T. Sison
SVP – Shared Services
CFO/CRO

Efren E. Uy
President & CEO



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Position Title

IT HELPDESK AND PROJECTS ASSISTANT

Revision No:

1

II – Duties and Responsibilities

- 13 Assist on the training conducted by support team.
- 14 Perform other task that maybe assigned by management from time to time.

III – Key Competencies

- 1 Oral and written communication skills
- 2 Customer service orientation
- 3 Adaptable and with problem solving analysis
- 4 Attention to detail
- 5 High tolerance on stress

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SHARED SERVICES / PROJECTS

Effectivity Date

03/01/14

Position Title

TECHNICAL ASSISTANT

Revision No:

1

I – Reason for Existence

Technical Assistant is responsible in handling IT related inquiries of F2 System User nationwide and provide administrative support to projects that maybe assign to ITD and Projects Department.

II – Duties and Responsibilities

- 1 Receive and log all F2 Systems concerns and inquiries to IT Helpdesk Logsheets 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/Dept 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 Telcon, Email or Messaging App to improve the efficiency of the users.
- 4 Identify, redirect and escalate situations requiring urgent attention to IT Manager and/or Projects Manager to immediately resolve the issues and concerns.
- 5 Monitor F2 System utilization by preparing weekly Systems KPI and compliance report for each module and send the result to all user.
- 6 Encode the transaction of offline branches to capture accurate Cost and Revenue in the system.
- 7 Perform other function that maybe assigned by the management from time to time.

III – 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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Division/ Department

SHARED SERVICES / PROJECTS

Effectivity Date

03/01/14

Position Title

TECHNICAL ASSISTANT

Revision No:

1

I – Reason for Existence

Technical Assistant is responsible in providing first level support and resolution concerning F2 System to end users nationwide. He/She is also tasked to provide administrative support to projects that maybe assigned to Information Technology and Projects Departments.

II – Duties and Responsibilities

- 1 Receive and log all F2 Systems concerns and inquiries to IT Helpdesk Logsheet by issuing incident 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/Dept for the implementation of all related process improvements on F2 Systems and company policies & procedure.
- 3 Evaluate and prioritize incident tickets; advise end-user on appropriate action to be taken in resolving F2 Systems issues by coaching them via Telcon, Email or Messaging App to improve the efficiency of the users.
- 4 Identify, redirect and escalate incident tickets requiring urgent attention to IT Manager and/or Projects Manager to immediately resolve the issues and concerns.
- 5 Monitor F2 System utilization by preparing weekly Systems KPI and compliance report for each module and send the result to all user.
- 6 Encode the transactions of offline branches in the F2 System in order to capture accurate Cost and Revenue in the system.
- 7 Perform other functions that maybe assigned by the management from time to time.

III – 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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