IT ADMINISTRATIVE ASSISTANT

Job Description:

An **IT Administrative Assistant** (Internet Technology) provide support to the management team for Internet Technology, its infrastructure, and networking. The IT administrative assistant has the responsibility of managing and acting as liaison to the day to day IT related administrative operational issues. They provide general administrative support to users on the available IT systems and networking.

Job Responsibilities:

* Promptly handle assigned issues and tasks through internal systems.
* To ensure excellent customer service and teamwork practices at all times.
* Perform basic office support functions when not supporting the IT team.
* Carry out ad-hoc daily and weekly tasks as assigned by administrators in support of departmental operations and objectives.
* Providing support and first line response to general IT enquiries
* providing basic IT support to users at post
* effectively escalating IT related issues to the Helpdesk and IT team when providing first line support to users at post
* undertaking regular preventive IT maintenance to official equipment
* undertaking regular and ad hoc approved upgrades to the system
* ensuring compliance with all IT security procedures
* undertaking effective fault management
* reviewing, procuring and installing approved hardware
* moving existing operating hardware and reinstalling it at different locations (when approved/required)
* management of all local software licenses in compliance with legal and commercial requirements (where appropriate)
* coordinating the work of the different available systems Super Users (where appropriate/required)
* proactive dissemination of relevant IT related information to users
* providing IT related administrative tasks including keeping IT hardware/software inventory up-to-date and relevant IT documentation records
* Management of IT office suppliers (including stock levels and purchasing) guided by the procurement team
* Providing other ad-hoc administrative tasks when required.
* Help Maintain business continuity including relevant equipment and carrying out periodic tests of equipment

Job Qualifications:

* Associates in administration, computer science, or related field
* Bachelors in administration, computer science, or related field preferred
* Experience as a IT administrative assistant

Opportunities as a IT administrative assistant or are available for applicants without experience in which more than one a IT administrative assistant is needed in an area such that an experienced a IT administrative assistant will be present to mentor.

Job Skills Required:

* Excellent time management skills and ability to multi-task and prioritize work
* Attention to detail and problem solving skills
* Excellent written and verbal communication skills
* Strong organizational and planning skills
* Outstanding organizational and time management skills
* Resourcefulness and ability to problem solve
* Ability to multitask and prioritize daily workload and development procedures
* Outstanding communication and interpersonal skills
* Skilled in working with Microsoft Office
* Awareness of internet technology infrastructure and networking