



JOB DESCRIPTION – DESKTOP SUPPORT ENGINEER

The Desktop Support Administrator role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment (including but not limited to PC, terminals, printers and scanners) to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via remote access) in a timely and accurate fashion, and provide end-user assistance where required.

KEY PERFORMANCE AREAS (KPA's)

<u>PERFORMANCE AREA</u>	<u>RESPONSIBILITY</u>	<u>METRIC</u>	<u>LEVELS OF PERFORMANCE (I.E. WHAT WOULD DENOTE AN A, B OR C)</u>	<u>MINIMAL METRIC TO BE ACHIEVED</u>
Service Level Management	Mean time to repair - Onsite analysis, diagnosis and resolution of desktop problems for end users.	- Average time between the occurrence of an incident and its resolution	A – 30 minutes B – 1 hour C – 2 hours	C
	Collaborate with 3 rd level support to prevent system downtime.	% of outage due to incidents (unplanned unavailability)	A – 1% B – 5% C – 10%	C
	Assist in user/hardware movement and branch relocations.	Mean time to complete service requests(days)	A – 1 day B – 2 days C – 3 days	C
	Software/hardware/network troubleshooting	% of incidents resolved in 24 hours	A – 100% B – 90% C – 85%	C
Quality Management	Customer satisfaction	First contact resolution rate (Incidents).	A – 100% B – 90% C – 80%	C

	Perform quality work on all service requests/incidents.	% of reopened tickets	A – 0% B – 1% C – 5%	C
Ticket handling	Off-site Incident response time	Average Incident Work Time	A – 1 hour B – 2 hours C – 3 hours	C
	Off-site Service requests response time	Average Service Request Work Time	A – 1 hour B – 2 hours C – 3 hours	

System/Application/Network Support

- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server 2000/2003/2008
- Install, upgrade, support and troubleshoot Enterprise Applications running on Microsoft Terminal Services
- Install, upgrade, support and troubleshoot Web Server related problems running on JBOSS, Tomcat, IIS, Web Sphere, etc.
- Interact with numerous computer platforms in a multi-layered client server environment
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
- Troubleshooting network connectivity in a LAN/WAN environment
- Requesting and coordinating vendor support
- When the restoration is beyond the scope of the Desktop Support Administrator the Desktop Support Administrator will escalate the issue/problem to proper tier 3 support team member
- Develop trends by monitoring and analysing incoming calls, problems and support requests

Desktop Support

- Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office 2007 and any other authorised desktop applications
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment
- Performs remedial repairs on computers, laptops, printers and any other authorised peripheral equipment
- Customize desktop hardware to meet user specifications and site standards
- Performs work in compliance within specified warranty requirements
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
- Safely package equipment for branches and arrange for the transport of the equipment

- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
- When the restoration is beyond the scope of the computers, laptops, printers and any other authorised peripheral equipment the Desktop Support Administrator will escalate the issue/problem to proper tier 3 support team member
- Develop trends by monitoring and analysing incoming calls, problems and support requests

Operational

- Dealing with hardware and application support queries and issues reported to the support desk and escalated to the Desktop Support Administrator
- Provide user data and application recovery
- Email account administration, i.e., account creation and management and distribution lists on Exchange 2007
- User account administration, i.e., account creation and management and password resets on Active Directory
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software
- Use tools and methodologies to load, copy and customize operating system configurations for deployment
- Responsible for the daily switching of backup tapes at the different backup sites
- Provides backup support and assistance to the Network Administrator as needed
- Responsible for tracking hardware and software inventory
- Familiarize end users on basic software, hardware and peripheral device operation
- Take ownership and responsibility of queries, issues and problems assigned to the Desktop Support Administrator
- Works with vendor support contacts to resolve technical issues within the desktop environment
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
- Works with other IT team members regarding new branch builds and upgrades
- Dealing with queries by following departmental procedures for fault resolution
- Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines
- Arranges for and/or prepares equipment for shipping/receiving
- Maintains I.T. records and tracking for area of responsibility
- The duties requires that the Desktop Support Administrator correctly records work requests using some applications such as Microsoft CRM or related applications that is approved by Bank Windhoek
- Ensures that supported customer accurately completes the approved work request with the date and time of submission
- Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
- Develop technical knowledge of each system within company profile and specialised knowledge of certain nominated areas
- Maintain adequate knowledge of operating systems and application software used to provide a high level of support
- Maintains and consistently demonstrates a general knowledge of company guidelines, processes, practices and procedures

Customer Focus

- Ensure that there is sufficient support to clients and provide friendly customer service to Bank Windhoek as well as CIH group companies and subsidiaries.

General

- The person should be prepared / willing to do any other reasonable and lawful instruction/task and ensure that it is normally carried out on time and correct.

CORE COMPETENCIES

- Applying Expertise and Technology
- Analysing
- Learning & Researching
- Planning & Organising
- Delivering Results and Meeting Customer Expectations
- Achieving Personal Work Goals and Objectives

EXPERIENCE/KNOWLEDGE & SKILLS

- Excellent technical knowledge of pcs and desktop hardware.
- Working technical knowledge of current protocols, operating systems and standards.
- Ability to operate tools, components and peripheral accessories.
- Microsoft Desktop Support Technician an advantage
- A+ and N+ experience
- Software and Hardware Troubleshooting
- Windows XP, Windows 7, Windows 2000/2003/2008 experience
- Routers, switches and firewall experience
- Microsoft Office 2007, Office 2010 support
- TCP/IP
- SQL
- VERITAS Enterprise Backup Software
- PCI-DSS Knowledge
- Working knowledge of SMS, AD, Exchange 2007/2010 and remote control tools
- Knowledge of all software applications used within the organisation
- Professional image and grooming
- Self-confidence and interpersonal skills
- Analytical and problem solving skills
- Good communication (both verbal and written) skills
- Planning and organising skills
- Good administration management skills
- Strong listening skills
- Able to operate effectively in a team environment with both technical and non-technical team members
- Able to operate with minimal supervision
- Able to manage time effectively, set priorities appropriately, schedule calls
- Able to maintain professional demeanour under stress
- Able to operate within customer standard operating procedures

QUALIFICATIONS

- Matric(Grade 12).
- College diploma or university degree in the field of computer science and/or 2 years equivalent work experience.
- Industry certifications, this can include A+, N+ and/or MCTS/MCITP.