

TECHNOLOGY COORDINATOR

JOB PURPOSE & SPECIFIC RESPONSIBILITIES

- Responsible for end-user support in terms of systems, connectivity, security components, and operation equipment.
- Monitoring system usage and functionality
- Diagnosing and solving hardware and software issues.
- All open tickets will be resolved within the agreed-upon SLA.
- Installing and configuring computer hardware, operating systems, and applications.
- Monitoring and maintaining computer systems and networks
- Providing support to our operation via a remote tool, telephone, or physical support
- Escalating L2 and L3 support to vendors or specific verticals
- Providing support, including procedural documentation and relevant reports
- Supporting the roll-out of new applications.
- Setting up new user accounts in Office 365 and adding users to AD
- Working continuously on a task until completion (or referral to third parties, if appropriate). Prioritizing and managing many open cases at one time
- Testing and evaluating new technology.
- Working closely with a senior, supervisor, or manager for process improvement and automation.
- Performing periodic preventative maintenance on all the technology equipment

EDUCATIONAL QUALIFICATIONS

A bachelor's or master's degree in IT, or a university degree, would be preferred.

SKILLSET REQUIREMENTS

- Good communication (fluency in writing and speaking English)
- Individuals with high energy levels
- A problem solving mindset.
- Ability to work with a team and be flexible.
- Ability to adapt to new technology.