



CAREER OPPORTUNITY

The Telecommunications Authority of Trinidad and Tobago (the Authority) is inviting applications from dynamic, forward-thinking individuals for the following permanent position:

INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

Job Summary

To provide first-level technical support in the effective operations and maintenance of the Authority's ICT infrastructure. This includes installing and supporting Authority-issued devices and related software; administering the IT Helpdesk, and assisting in the monitoring and maintenance of networking, telephony and endpoint security systems.

Key Duties and Responsibilities

1. Administer the IT helpdesk and provide first level support in the treatment of requests.
2. Document all helpdesk requests and their resolutions in the ticketing system to ensure effective tracking and reporting.
3. Undertake research to support the assessment of new IT hardware, software and systems when required.
4. Install new/rebuild and configure hardware and software on Authority-issued devices
5. Install client-side business systems such as Microsoft Dynamics and Automated Spectrum Management System (ASMS).
6. Prepare and update user manuals and technical documentation for IT systems and applications.
7. Maintain an inventory of IT assets, including hardware, software licenses, and peripheral devices.
8. Perform accepted best practices for preventative maintenance of the Authority's systems.
9. Research and recommend innovative, and where possible, automated approaches for technician tasks, identifying approaches that leverage existing resources.
10. Support daily monitoring of system and application logs to identify and address potential issues and verify completion of scheduled jobs.
11. Assist with basic security monitoring on client systems to identify vulnerabilities.
12. Install, configure, and maintain Authority-issued devices, including desktops, laptops, tablets, and smartphones.
13. Rectify hardware problems on Authority-issued devices, and service and replacing parts when necessary.
14. Monitor and support the PBX system and peripheral devices such as desk phones.
15. Configure, install and manage Endpoint antivirus software.
16. Install software, conduct demonstrations on its usage to end-users and troubleshoot problems when necessary.
17. Assist in the setup, maintenance and troubleshooting of networking systems and solve problems with computer network systems, cabling and wireless networks.
18. Configure end-user email accounts on client devices.
19. Setup IT equipment for meetings, web conferences and other events ensuring functionality and resolving technical issues as needed.
20. Maintain and support printing and scanning devices.
21. Comply with the Authority's HSE policies and procedures, cooperating with workplace health and safety measures and initiatives.
22. Take reasonable care for personal safety and the safety of others, promptly reporting all accidents, injuries, near-misses, and hazards to the Manager/Supervisor.

23. Perform other related duties as required by job function.

Qualifications and Experience:

1. Recognized associate degree in computer science, computer information systems, information systems management, computer engineering or a related field.
2. Minimum of five (5) CSEC/CXC/GCE O' Level passes including Mathematics & English.
3. Industry certification such as CompTIA, Network+ and Security+ will be considered assets.
4. Minimum of three (3) years in a technician or similar role inclusive of desktop support and hardware/software troubleshooting.
5. Demonstrated experience of Windows operating systems (10/11) and associated technologies (DHCP, DNS, TCP/IP).

Core Competencies

Professional Knowledge

1. Operating systems (Windows, Linux, IOS and Android)
2. End user anti-virus and anti-spam solutions, end user firewalls as well as networking hardware
3. LAN and WAN technologies
4. Computer applications
5. Telephony systems
6. Encryption Technologies
7. Cybersecurity practices
8. Printing and scanning solutions

Skills, Abilities and Behaviours:

1. Proficient in Microsoft 365 applications (Word, Excel, Access, Project, Teams)
2. Strong proficiency in hardware and software troubleshooting.
3. Strong interpersonal and customer service skills.
4. Effective time management and ability to work within tight timeframes
5. Ability to work independently and as part of a Team
6. Effective communication, both written and oral

Applications

Applications should be submitted no later than **Tuesday 6th May 2025** to:

**Manager, Human Resources
Telecommunications Authority of Trinidad and Tobago
#5, Eighth Avenue Extension, off Twelfth Street, Barataria,
Republic of Trinidad and Tobago.**

or email: recruitment@tatt.org.tt

Late applications will not be accepted and unsuitable applications will not be acknowledged.