

ZCCM-IH PLC

JOB DESCRIPTION

1.0 IDENTIFICATION SECTION

JOB TITLE : ICT TECHNICIAN
JOB GRADE : ZH5
DEPARTMENT : ICT Directorate

2.0 JOB PURPOSE

- To provide technical support to all users and other IT department units through infrastructure installation and maintenance in accordance with ZCCM-IH group Standards and policies. In addition, ICT Technician will ensure that all Infrastructure related incidents/faults are prioritised for resolution in order to minimise downtime. This also includes appropriate escalation of issues through Communications & Infrastructure, Services Manager as necessary.

3.0 KEY RESULT AREAS AND PRINCIPAL ACCOUNTABILITIES

| KEY RESULT AREAS | PRINCIPAL ACCOUNTABILITIES (MAIN DUTIES) |
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| Design, administration and Management of ICT Systems | <ul style="list-style-type: none">• Installation, support and maintenance of all ICT infrastructure, including but not limited to Computers (desktops, servers and laptops), Telecommunications (Voice and Data-WAN/LAN), channels/equipment, Printers Mobile devices, Access control, CCTV etc• Perform daily system monitoring, verify the integrity and availability of all hardware, server resources, WAN/LAN services, Voice systems, Data Centres, Disaster Centre Management and other key processes.• Maintain accurate hardware and software inventory; manage database• To manage and provide technical support; troubleshoot performance of computer hardware and peripheral support devices. |

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| | <ul style="list-style-type: none"> • Conduct security checks on the ZCCM-IH Group ICT infrastructure in conjunction with Manager ICT and Network Administrator |
| Security System | <ul style="list-style-type: none"> • Ensure appropriate security control is maintained in the ICT department and all installed services in the organisation. • Ensure Endpoint application or other security related application is installed and up to date and liaise with Network/System Administrator to ensure that appropriate hardware/software are in place for distribution and management thereof • Ensures IT security and integrity of the Company's ICT application and data is maintained according to ZCCM-IH Group standards, policies and procedures. |
| Backup Measures | <ul style="list-style-type: none"> • Ensure capacity management, monitoring and replication of services is happening as per RTO. • Ensure appropriate and effective disaster recovery mechanisms for the production operations and related systems are in place. • Ensure that Disaster Recovery Plans are tested, and Disaster Recovery Plan document updated. |
| ICT Policy | <ul style="list-style-type: none"> • Ensure Adherence to policies and procedures by users in terms of access to external and internal system and services. • Create and maintain IT technology standards, documentation and procedures for the ZCCM-IH Group in line with the organisation standards. |
| Administration | <ul style="list-style-type: none"> • To research and make recommendations on software products and services for procurement; undertake feasibility studies for software and system products planned for purchase and provide suggestions based on findings. • Manage CAPEX and OPEX expenses within agreed budgets for hardware and OS • Any other duties as assigned by Supervisors in the ICT department. |

4.0 REPORTING RELATIONSHIPS

a) Reports to:

- Network Administrator

b) Other Jobs Reporting to (4a) above:

2.5.5 ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE

a) Professional Qualification:

- Grade 12 Certificate with Five (5) “O” Levels.
- Job holder must have a Diploma in Information Technology or its equivalent.
- A Degree in Computer Science will be an added advantage
- Relevant certifications in networking and knowledge of servers will be an added advantage.
- In-depth knowledge of Microsoft Operating Systems, UNIX/LINUX, CISCO Products
- Relevant professional membership

b) Minimum Relevant Pre-Job Experience:

- 3 years’ experience in a similar position
- Good working knowledge of Computer Hardware, Software and Networks

b) Skill Specifications:

- Quick identification of problems and offering timely solutions in order to attain minimal downtime and inconveniences to users in the Organisation System related solutions
- Numerical skills
- Computer skills
- Technical skills

d) Other Attributes (Personality Traits)

- Integrity
 - Innovative and a self-starter
 - Collaborative
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