

Core Deliverables/Accountabilities

1. To liaise with Senior Executive (ICT) as per MCST Standard Operating Procedures to:
 - a. Manage stocks of equipment, consumables and other supplies related to computer hardware, warranties, software, systems, networks, printers and all department responsible systems.
 - b. Manage and provide guidance on software licence agreements and associated protocols and maintain related records.
 - c. Administer all entity owned websites.
 - d. Support all MCST/ESPLORA staff with any IT related matters.
 - e. Support events as and when necessary, with setting up on IT related hardware/equipment.
2. To liaise with Senior Executive (ICT) in the management and administration of software related to multi-media exhibits, including the technical operation of the Planetarium.
3. To install, configure and repair computer hardware, software, systems, networks, servers, printers and any other software/hardware IT related equipment/system.
4. To setup new users with all the requirements (Email, phone, etc).
5. To manage the door access control system according to MCST SOP's.
6. To test and evaluate new technology and support the roll-out of new applications.
7. To plan and undertake scheduled maintenance upgrades of computer systems and networks as required.
8. To deliver excellent standards of customer service by proactively attending to staff queries, needs and other special request in a prompt and friendly manner.
9. To investigate, diagnose and solve system, network, hardware or software faults.
10. To repair equipment and replace parts as required, including procuring replacement or specialist components, fixtures or fittings.
11. To conduct and record electrical safety checks on computer equipment.
12. To safeguard personal health and safety and that of others and report any health and safety concerns to ensure set standards are maintained.
13. To ensure proactive compliance with MCST Policies and Procedures.
14. To undertake any other duties as may be required from time to time.