

Core Deliverables/Accountabilities:

1. To liaise with the Director (Corporate Services and Projects) and his/her delegate in charge of ICT.
2. To maintain and administer software related to multi-media exhibits.
3. To provide budgetary estimates to the Director (Corporate Services and Projects) and his/her delegate in charge of ICT.
4. To assist in the maintenance of the technical operation of the Planetarium.
5. To install and configure computer hardware, software, systems, networks, printers and scanners including organising in-house, ad hoc and third-party training on software or hardware use.
6. To set up new users' accounts and profiles and dealing with password issues.
7. To test and evaluate new technology and support the roll-out of new applications.
8. To assist in the planning of scheduled maintenance upgrades of computer systems and networks, and plan to undertake such upgrades as required.
9. To deliver excellent standards of customer service by proactively attending to staff queries, needs and other special requests in a prompt and friendly manner.
10. To investigate, diagnose and solve system, network, hardware or software faults.
11. To assist in the repair of equipment and replacement of parts as required, including procuring replacement or specialist components, fixtures, or fittings.
12. To conduct and record electrical safety checks on computer equipment.
13. To assist the Director (Corporate Services and Projects) and his/her delegate in charge of ICT in the preparation of MCST Staff ICT Handbooks (SoPs and Policies).
14. To assist with ICT auditing and general administrative tasks as required.
15. To safeguard personal health and safety and that of others and report any health and safety concerns to ensure set standards are maintained.
16. To ensure proactive compliance with MCST Policies & Procedures, including child protection, risk assessments and implementing safe systems of work.