



Job Description

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Job Title IT Helpdesk	Job Location Dar es Salaam	Category IT & Network Administration
Job Type Full Time	Job level Intermediate	Industry Oil & Gas
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Oil & Gas: 3 Years
Secondary Industry -	Primary Category IT & Network Administration: 3 Years	Secondary Category -
Certificate -	Qualification -	

Summary

As an IT Helpdesk, he/she will be the first point of user support and provide prompt and efficient technical assistance to end-users and clients. He/she will diagnose and resolve hardware and software problems before escalating issues as necessary through our IT Service Management System Software, and ensure a seamless and productive IT environment.

Responsibilities

- Problem Resolution: Diagnose and resolve hardware and software issues, including desktops, laptops, printers, software applications, and network-related problems. Escalate complex issues to higher-level IT support when required.
- User Assistance: Assist end-users with login, password resets, and general inquiries, ensuring they can effectively use IT systems and tools.
- Remote Support: Provide remote support to users off-site or working from home, ensuring their technical issues are resolved efficiently.
- Software Installation and Updates: Install, update, and configure software applications as required, ensuring that they are up-to-date and compliant with company policies.
- Hardware Maintenance: Perform routine hardware maintenance tasks, such as computer Services, hardware replacement, and IT devices inventory updates.
- Knowledge Sharing: Contribute to the company's knowledge base by creating and updating articles, FAQs, and guides to help end-users resolve common issues independently.
- Security Compliance: Ensure that all IT activities align with the company's IT security policies, and participate in security awareness training and enforcement.
- Provide first-level support for IT-related issues by addressing incoming service requests through various communication channels, including phone, email, and in-person and create and manage service desk tickets, documenting all interactions and solutions provided. Ensure timely and accurate ticket updates and resolutions.
- The position may require occasional weekend or after-hours support during critical incidents or planned maintenance.

Key working relations:

- Collaborate with other IT members and users to resolve complex issues.
- Provide input on process improvements and best practices

Education & Qualifications

- Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent work experience).
- Relevant certifications (e.g., CompTIA A+, CompTIA Network+, Microsoft Certified Professional) are a plus

Requirements

- Proven experience in IT support or a similar role.
- Strong understanding of Windows operating systems.
- Familiarity with Microsoft Office 365 and other common business software.
- Knowledge of ERPs Basic support.
- Knowledge of website development and support.
- Excellent problem-solving and communication skills.
- Customer-focused attitude with a passion for providing outstanding service.
- Experience with remote support tools (e.g., TeamViewer, VNC and Remote Desktop).
- Knowledge of IT service management (ITSM) and ticketing systems.
- Familiarity with Mobile device management (MDM) systems.

Characteristics

- Understanding of IT security best practices.
- Basic understanding of networking principles and protocols.
- Communicate technical information to non-technical users clearly and understandably.
- Keep users informed about the status of their support requests.

Training and Development (Mandatory/ Compulsory Training Relevant to the specific position)

- MS Microsoft Applications and ERP Basic support, PABX
- Basic network N+, cisco switch configuration and Hardware A+

Reporting To

IT Manager

Driving Licence

Not Required

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