



IT TECHNICIAN

Job Summary

We are looking for an experienced IT Technician to work with the end-user, infrastructure support and maintenance. The ideal candidate will be someone who enjoys a challenge, working within a team environment, and can clearly communicate details with clients and others.

Key Job Accountabilities

- Be ready to assist staff with IT related problems when called upon
- Track, prioritize and document requests using an IT support request system
- Install and configure new computers and other IT equipment
- Ability to identify and resolve desktop hardware faults in a timely fashion against SLAs
- Maintain accurate records on any fault calls assigned
- Ability to manage peripheral spares warehouse and order replacements as necessary
- Sources and installs all user desktop systems including MAC's as assigned
- Keep track of IT supplies and equipment e.g. cables and adapters
- As appropriate research and learn about new software in the market that relates to the company's functions

Key Job Requirements

- BSSC plus 3-5 years of experience in a similar position
- Proven experience with certification supporting Windows 7 and 8
- Proven experience with certification supporting Microsoft Office 2010
- Full knowledge of all Microsoft Office applications and diagnose and resolve user queries/problems related to such applications
- Full knowledge of support for Webex and Go-To-Meeting
- Full knowledge of desktop printing and scanning using Paperport software or similar products
- Relevant experience of a LAN/WAN environment
- Have familiarity with Telephony systems
- Excellent communication skills when dealing with users at all levels.
- Suggest operational improvements using new technology
- Must be able to produce technical documentation
- Be familiar with smart devices (digital dictation and blackberries/Android/iPhones) and integration with Microsoft systems as appropriate
- Able to work independently and efficiently to meet deadlines.
- Able to promptly answer support related email, phone calls and other electronic communications.
- Self-motivated, detail-oriented and organized.
- Ability to work outside normal business hours when required
- Ability to explain complex technical problems to non-technical people within the company

Résumés with references may be submitted in complete confidence to:

HR Department, Conyers Dill & Pearman

P.O. Box HM 666, Hamilton, HM CX

Fax: (441) 292-3134

Email: careers@conyersdill.com

Closing date: April 3, 2014

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