



Requisition #: 079.23

**WATER AND SEWERAGE CORPORATION
CAREER OPPORTUNITY**

IT TECHNICIAN II

**GENERAL MANAGER'S OFFICE DIVISION – INFORMATION TECHNOLOGY DEPARTMENT
(EXTERNAL ADVERTISEMENT)**

Applications are invited for a suitably qualified and experienced individual for the position of **IT Technician II (Full-time/Permanent)** with the Corporation's **Information Technology Department** of the **General Manager's Office Division**.

The principal duties and responsibilities of the position include but are not limited to the following:

1. Serves existing accounts by analyzing work orders; and planning daily travel schedules; investigating complaints; conducting tests; resolving problems.
2. Establishes service standards by studying system requirements; ordering and gathering components and parts; completing installation; and performing acceptance tests.
3. Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; and recommending system improvements.
4. Keeps personal computers and peripheral equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; and calling for repairs.
5. Documents service and installation actions by completing forms, reports, logs, and records.
6. Maintains customer confidence by keeping service information confidential.
7. Updates job knowledge by participating in educational opportunities; and reading professional publications.
8. Accomplishes operations and organization mission by completing related results as needed.

Required Qualifications and Experience:

Applicants must have a minimum of the following:

- An Associate Degree or Diploma in Information Technology, Computer Science, or other relevant field from an accredited College or University plus three (3) years' experience in IT Support.

Or

A+ or Network+ Certification in the various areas of Information Technology and a minimum of five (5) years of relevant experience.

COMPETENCIES AND SKILLS

- Must be able to complete Information System Troubleshooting
- Be able to analyze information and use proper judgment in problem solving
- Web page design, creation, and maintenance
- Good oral and written communication skills, particularly in the preparation of reports
- Demonstrated and proven computer repair experience
- Basic networking skills, including UTP cabling and wireless technology support
- Proficiency in Microsoft Office Suite
- Knowledge of IBM iSeries
- Attention to detail and good customer service skills
- Ability to effectively utilize computer applications such as spreadsheets, word processing, database software, email, and calendaring.

Starting salary will be commensurate with qualifications and experience. Interested persons may visit our website at wsc.com.bs/career, for the pre-employment application and forward via email, along with their detailed resume and certifications to resume@wsc.com.bs, for consideration; attention **HR – Recruitment, Compensation & Benefits (RCB) Department**, not later than **February 2, 2024**

WATER AND SEWERAGE CORPORATION
'Committed to Growth and Committed to Quality'