

GCP/PAK/115/EC

IT Technician

Terms of Reference

Under the general supervision of the FAO Representative (FAOR) in Pakistan, the overall supervision of the International Administrative Officer and direct supervision of the national Administration/Finance Officer, the IT Technician will undertake the following duties and responsibilities.

Duty Station: Islamabad

- Assist with the installation, upgrade and troubleshooting of hardware.
- Assist in training to newly joined staff's computer system including emails.
- Suggest on the latest technologies and cost cutting methods to implement.
- Install, upgrade, maintain and troubleshoot LAN Operating System and applications, including communications software as required. Ensure back-up and recovery of network files.
- Assist in performing software distribution updates in close collaboration with the IT Officer of the FAO Representative Office, scripting, testing and support.
- Under the general supervision of the FAOR IT section the IT Assistant would ensure compliance of the FAO IT standards
- Provide desktop troubleshooting.
- Liaison with phone operators to keep track of billing and technical issues.
- Travel to field to support and maintain project offices I.T systems

Minimum requirements should be:

- 1) University degree in IT technology / Telecommunication.
- 2) Reasonable working experience.