

## JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CC-852-2022
Company Name	Order of Malta Lebanon
Industry	Organization
Vacancy	IT Support Specialist
Number of vacancies for that position	1
Job Type ( <i>FT, PT, Contractual, Seasonal</i> )	Permanent
Major(s)	Computer Science
Degree	BS
Years of Experience	2 to 3 years
Location	Beirut
Remuneration & Benefits	Transportation + Insurance
Currency (LBP, Dollar, Lollar)	Dollar
Tasks & Responsibilities	<p>Software</p> <ul style="list-style-type: none"> <li>• Supports the roll-out of new systems</li> <li>• Tests new releases of business application</li> <li>• Follows written instructions to repair a fault or setup a system</li> <li>• Installs, configures, loads data into and tune business applications</li> <li>• Provides end users with the necessary support</li> <li>• Escalates unresolved cases to second level of support</li> <li>• Follows up with external support till a solution is provided and implemented</li> <li>• Implements security measures</li> <li>• Repairs and recovers hardware or software failures</li> <li>• Performs basic windows installation</li> <li>• Configures scheduled and manual backup tasks</li> <li>• Resolves errors in a timely manner</li> <li>• Keeps track of technological advancements and trends in IT</li> <li>• Sets up new user's accounts</li> </ul> <p>Administrative</p>

## JOB POSTING REQUEST FORM

- Provides IT assistance to employees
- Trains end-users on hardware functionality and business applications
- Supports day-to-day operations
- Assists with network administration tasks
- Performs other related duties assigned by the IT Manager
- Coaches team members and staff to ensure optimal performance is achieved
- Trains end users on business applications