

**ABC BANKING CORPORATION LTD  
IT TRAINEE**

**Job Role**

The IT Trainee will provide technical support and maintenance for the company's computer systems, network infrastructure, and peripheral devices. This role involves diagnosing hardware and software issues, setting up new systems, and ensuring that IT services meet the organization's needs.

**Key Responsibilities**

- Install and configure hardware, software, and peripheral devices (printers, scanners, etc.) for users.
- Diagnose and resolve hardware, software, and network issues. Provide support for end-users via phone, email, or in person.
- Perform regular maintenance and updates on systems and software. Ensure antivirus software and other security measures are up-to-date.
- Assist in the setup, maintenance, and troubleshooting of LAN/WAN networks, VPN connections, and wireless networks.
- Provide technical assistance and training to end-users. Create and manage user accounts, permissions, and passwords.
- Maintain accurate records of IT assets, software licenses, and technical issues. Document resolutions and procedures.
- Backup and Recovery - Implement and manage data backup and recovery processes to ensure data integrity and security
- Assist in planning and implementing system upgrades
- Monitor and maintain IT security measures for PCs, laptops and printers

**Technical Skills, Knowledge and Competencies**

- Strong problem-solving skills, excellent communication abilities, and a customer-focused attitude.
- Ability to lift and move computer equipment, perform tasks that require manual dexterity, and work in various environments (e.g., server rooms, offices).
- Interpersonal Communication

- Achievement Focus
- Teamwork

**Experience & Qualifications**

- Bachelor's degree or Diploma in Information Technology, Computer Science, or a related field (or equivalent experience).
- Proficiency in Windows/macOS operating systems, networking, hardware troubleshooting, and common software applications.
- CompTIA A+, Network+, Microsoft Certified Professional, etc.