

IT Support Officer

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Company: Toladol Ventures Deluxe Global

Location: ikeja

Category: other-general

Resolving IT support requests from employees

Supportsoftware developer

Evaluate and recommend improvements, modifications or changes to an organisation's IT systems to reduce costs and upgrade the systems

Perform regular maintenance on software & associate ancillary equipment to maintain optimal efficiency

Design and document all security measures and standards for all computer software and hardware

Develop and maintain Intranet and Internet web sites

Ensure periodic system backups are performed

Provide regular status reports to management

Answering employee questions regarding computer systems

Gathering and analyzing data to diagnose problems with computer systems

Changing configurations, settings and permissions to fix computer issues

Generating sign-ins for new hires during the onboarding process

Installing new software and hardware drivers and updating existing ones as needed

Updating employees on the status of their service requests

Logging all service requests and updating tickets as needed

Monitor and maintain computer systems

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