

CROWN BEVERAGES LIMITED

ROLE PROFILE: IT OFFICER

PURPOSE AND CONTEXT	NEED TO DO	NEED TO KNOW	NEED TO BE
<p>PURPOSE To provide technical assistance by phone or by e-mail or in person to users of CBL's IT products and or IT environment, assist with the delivery of IT deliverables and first level maintenance & development of departmental systems</p> <p>CONTEXT CBL is one of two Carbonated Soft Drinks companies in Uganda. The company is operating under intensive competitive pressure. The company is currently one of the blue-chip Ugandan companies and is quite dependent on an efficient and effective IT/IS function. This is in line with CBL mission statement which states: "The company focuses on delighting customers and providing a buoyant return to stakeholders through continuous improvement of beverages, systems and service delivery".</p> <p>The company needs efficient and effective management decision support. Therefore the situation calls for efficient, reliable, 'fit for purpose' and fully optimised information systems.</p>	<ul style="list-style-type: none"> • Assist in maintaining personal computer hardware and software systems that make up the company computer network. • Assist in deploying, configuring, maintaining and monitoring active network equipment. • Provide end users of CBL's IT infrastructure with high quality technical solutions via e-mail or phone or in person and in a timely and user- friendly manner and in full compliance with company's IT policy. • Prepare a daily morning report and submit to the Network Administrator upon inspection of the entire CBL LAN • Increase Customer satisfaction by consistently applying technical, troubleshooting, communication and customer support skills • Proactively develop personal knowledge and skills via a personal development plan in line with business needs • Register all service requests and forward them to the Line Manager • Maintain Printers, desktops and workstations • Backup user data from laptops, workstations and desktops to one central location • Perform file transfers when need arises • Perform IT equipment and coding • Help in setting up the LCD projector as and when required by users • Ensure proper IT cable management throughout the entire company • Install softwares on company computers with the guidance of the Customer Support Engineer • Train end users on how to use application 	<p>Qualification</p> <ul style="list-style-type: none"> ▪ A first degree in Computer Science or comparable Certification ▪ Certification (Added advantage) <ul style="list-style-type: none"> o MCSE o CompTIA o CCNA <p>Skills and Knowledge</p> <ul style="list-style-type: none"> ▪ Strong organisational skills ▪ Proficient in MS Office, MS Windows OS ▪ Knowledge of General System Safety (GSS) practices and procedures. ▪ Excellent communication skills ▪ Interpersonal skills ▪ Good analyzing skills (analysis & judgement) ▪ Problem solving skills 	<p>Essential</p> <ul style="list-style-type: none"> ▪ Passion for customer service ▪ Able to take intelligent and measured risks. ▪ Team player ▪ Able to plan and prioritise. ▪ Creative, innovative, and imaginative ▪ Able to read and interpret technical guidelines. ▪ Able to work under pressure (tolerance for stress) ▪ Prepared to work above and beyond the call of duty ▪ Flexible about working hours ▪ Fast learner <p>Desirable</p> <ul style="list-style-type: none"> ▪ Accurate in following procedures (work standards)

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<p>DIMENSION This job is responsible for ensuring fulltime effective and efficient LAN HelpDesk support throughout the company.</p>	<p>softwares</p> <ul style="list-style-type: none"> • Carry out any other duties as assigned by the Line Manager <p>COMPANY SYSTEMS AND DATABASES IN SCOPE ARE: -</p> <ol style="list-style-type: none"> 1. Active Directory 2. ERP system <p><u>RELATIONSHIPS</u></p> <p><u>Internal</u></p> <ul style="list-style-type: none"> ▪ Network Administrator and Systems Administrator – for general guidance and also for authorisation and approval of installations. ▪ End users of IT products and IT environment – Tier1 and Tier2 support <p><u>Decision Making Authority</u></p> <ul style="list-style-type: none"> ▪ Decisions made with general guidance through Network Administrator and Systems Administrator <p><u>Key Performance Indicators</u></p> <ul style="list-style-type: none"> ▪ Timely user assistance- response within 30 minutes of reporting to help desk. ▪ Basic advisory of all users on Computer applications, new information and communication technologies. ▪ Minimal or no complaints from the end users for lack of technical assistance. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> ▪ Two years' work comparable experience in a medium sized company. ▪ At least Two years' experience in a role with any form of customer facing tasks (Customer Support Engineer, helpdesk, call centre) 	<ul style="list-style-type: none"> ▪ Willing to work in an ever-changing environment. ▪ Innovative and fast thinker.

HEAD OF INFORMATION SYSTEMS NAME:

SIGNATURE.....DATE

JOB HOLDER'S NAME.....

SIGNATURE..... DATE.....