



TECHNOPATH
CLINICAL DIAGNOSTICS

Title: **Information Technology Administrator**

Reporting to: **VP Informatics**

Role and Responsibilities

- Network account and security management.
- Main point of contact for all IT support issues including SAP.
- Logging of support issues and hands on technical assistance for all server, PC, laptop, and printer issues. Close out of support issues in a timely manner
- Gain understanding of SAP ERP system and become point of contact for all SAP related issues
- Development of BI reports in SAP once trained on system
- Daily review of server logs and proactive monitoring of server performance and network performance
- Execution, storage & documentation of Daily, Weekly, Monthly server backup regimes.
- Maintenance and update of IT support SOP documentation
- Maintenance and testing of Disaster Recovery process and procedure
- Liaise with 3rd Party IT contract support.
- Support of internal telephone system
- Ensure that all changes to networks, personal computers and applications are fully documented in compliance with the documented operating procedures.
- Ensure that all computer equipment and software purchased is in compliance with agreed site Information Technology standards.
- Performs other related duties as assigned.
- Be the go-to IT person for the company for any IT related issue.
- Work with all internal departments to ensure IT requirements are fit for use and purpose across the business.
- Perform other related duties as assigned by manager.

Job Requirements:

- Diploma/Degree in Information Technology/Computer Science
- Experience in a helpdesk environment supporting multiple users (3 years)
- MS Windows power user, Minimum windows 10. Windows Server 2016+ experience desirable
- Strong understanding of Windows Active Directory, Microsoft 365, Veeam Backup, VmWare, Sonicwall.
- Good understanding of network topologies with experience of dealing with LAN switches and firewalls.
- Self-starter with initiative and drive. Not afraid to take on a project and work hard to drive it to completion.

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