

| <b>Scheme of Service</b> |  |
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| <b>Organization</b>      | Employees Welfare Fund   |
| <b>Post</b>              | ICT Technician (roster)  |
| <b>Salary</b>            | Rs 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 – 49250 (EWF 14)  |
| <b>Qualifications</b>    | <p><b>A.(a)</b> A Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings <u>or</u></p> <p>(b) Passes not below Grade C in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject</p> <p><u>Note:</u><br/>Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at “Principle Level” and one subject at “Subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examination.</p> <p><b>B.</b>A Cambridge Higher School Certificate or Passes in at least two subjects obtained on one certificate at the General Certificate of Education “Advance Level”</p> <p><b>C.</b> A Diploma in Computer Science or Information Systems or Information Technology or a Diploma, the major part of which should be Computer Science or Information Systems or Information Technology, from a recognised institution</p> <p style="text-align: center;"><b><u>OR</u></b></p> <p>Equivalent qualifications to A, B and C above acceptable to the Board of the Employees Welfare Fund.</p> <p><b>D.</b> Candidates should also: -</p> <p>(i) have at least two years’ post qualification experience in the field of IT;</p> <p>(ii) be conversant with Internet and Office automations tools;</p> <p>(iii) have good interpersonal and communications skills; and</p> <p>(iv) be able to work in a team.</p> <p>Candidates should produce written evidence of knowledge/experience claimed.</p> |
| <b>Duties</b>            | <ol style="list-style-type: none"> <li>1. To proceed with End of Day/Month/Year processes.</li> <li>2. To perform systems BACK UP.</li> <li>3. To submit and retrieve credit records to Mauritius Credit Information Bureau – (XML + Manual).</li> <li>4. To monitor Space/CPU Utilization on Report Server.</li> <li>5. To restart Servers (Windows, Sun &amp; others).</li> <li>6. To create User Rights/Roles.</li> </ol>   |

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|                       | <p>7. To install and administer the following software:</p> <ol style="list-style-type: none"> <li>a. Finger Print time attendance system</li> <li>b. Call Accounting System (PABX Phone)</li> <li>c. EWF Website</li> <li>d. Financial Management System</li> <li>e. Ticketing system</li> <li>f. Creation of users and internal mail</li> <li>g. Print server administration</li> <li>h. Check health status</li> <li>i. Any other application in use</li> </ol> <p>8.To provide technical IT assistance, guidance and training to end-users.</p> <p>9.To undertake troubleshooting and ensure maintenance of IT equipment/network.</p> <p>10.To liaise with suppliers for repairs and /or maintenance of ICT equipment and review service level agreements.</p> <p>11.To maintain Loan Management System and Financial Management System.</p> <p>12.To install and configure computer hardware, operating systems and applications.</p> <p>13.To perform quality assurance of computer systems.</p> <p>14.To implement security measures to safeguard IT systems from threats and ensure business continuity in collaboration with all stakeholders.</p> <p>15.To ensure compliance with ICT standards, guidelines and methodologies.</p> <p>16.To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the ICT Technician in the roles ascribed to him.</p> |
| <b>Reporting line</b> | The ICT Technician should report to the Deputy General Manager.  |
| <b>Note</b>           | The ICT Technician will be required to work on a roster basis according to a structured pattern of work specifying the starting time and finishing times designed by the Employees Welfare Fund in relation to its requirements.   |