

JOB ADVERT

A foremost Professional Institute in Nigeria needs proven talent to join its workforce to occupy the position of an **Information Technology (IT) Support Staff**.

Job Title: Information Technology (IT) Support Staff
Department: Information Technology
Reports To: Head, Information Technology Department
Location: Ikoyi, Lagos
Experience Level: 2–3 Years
Employment Type: Full Time

ABOUT THE INSTITUTE:

The Chartered Institute of Stockbrokers (CIS), is the foremost professional body primarily responsible for determining the standards of knowledge and skill to be attained by persons seeking to become chartered members. It also aims to promote and protect the interest of the securities and investment profession in Nigeria by upholding its members to the highest standards of service and integrity. CIS plays a pivotal role in developing the capital market and ensuring global best practices in the securities industry.

JOB SUMMARY:

The **Information Technology (IT) Support Staff** is to provide first-line technical support to internal users, ensuring the smooth operation of the Institute's IT infrastructure. The role involves troubleshooting hardware and software issues, supporting network systems, assisting with IT projects, and maintaining IT assets in accordance with industry best practices.

KEY RESPONSIBILITIES

1. User Support

- Serve as the first point of contact for end-users seeking technical assistance via phone, email, chat, help desk systems or in person.
- Provide prompt and professional support for hardware, software, and network issues.
- Guide users through troubleshooting steps and technical problem-solving.
- Provide remote and on-site support to end users.

2. Hardware & Software Troubleshooting

- Diagnose and resolve issues with desktops, laptops, printers, scanners, and other peripherals.

- Install, configure, and troubleshoot software applications and operating systems (Windows, macOS, etc.).
- Replace or upgrade hardware components as necessary.

3. System Administration (Basic)

- Set up user accounts, email addresses, and access permissions.
- Reset passwords and manage account lockouts using Active Directory or equivalent tools.
- Assist with onboarding/offboarding IT setup for new hires and terminations.

4. Network Support (Level 1)

- Troubleshoot basic network connectivity issues (Wi-Fi, Ethernet, VPN).
- Assist with printer and network drive mapping.
- Escalate advanced network problems to higher-level technicians or network administrators.

5. Maintenance & Updates

- Ensure workstations and software are up-to-date with patches, security updates, and antivirus protection.
- Perform routine system checks and maintenance tasks.
- Install, configure, and maintain operating systems and software applications.
- Perform regular maintenance of computer systems, including updates and patches.
- Set up and maintain user accounts, permissions, and passwords.

6. Documentation

- Maintain records of issues, troubleshooting steps, and resolutions using a ticketing system.
- Update IT documentation, FAQs, and user guides.
- Maintain documentation for IT procedures, systems, and support resolutions.
- Generate reports on system usage, issues, and resolutions for management.
- Document common issues and solutions for internal knowledge base.

7. IT Asset Management

- Track and manage inventory of IT equipment and accessories.
- Tag, issue, and retire IT hardware according to company policy.

8. Customer Service & Communication

- Communicate technical information clearly to non-technical users.
- Maintain a high level of professionalism and empathy in all support interactions.
- Follow up with users to ensure issues are resolved to their satisfaction.

9. Support for Meetings and Remote Work

- Assist with video conferencing tools (Zoom, Teams, etc).
- Support remote users with connectivity, VPN, and remote desktop issues.

10. Compliance & Security

- Ensure compliance with internal IT policies and procedures.
- Report and help respond to potential cybersecurity threats or incidents.
- Ensure antivirus, firewall, and other security tools are up-to-date.
- Support data backup and recovery procedures.
- Report and respond to security incidents or breaches

11. Collaboration

- Work closely with other IT team members, vendors, and service providers.
- Assist in IT-related projects and implementations (e.g., system upgrades or rollouts).

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree or HND in Computer Science, Information Technology, or a related field.
- Minimum of 2–3 years relevant experience in an IT support or helpdesk role.
- Professional certifications (CompTIA A+, N+, Microsoft, Cisco, etc.) will be an added advantage.
- Not more than 35 years of age

REQUIRED SKILLS AND COMPETENCIES:

- Solid understanding of IT systems, networks, and troubleshooting.
- Proficiency in Windows OS, Microsoft Office Suite, and basic networking concepts.
- Familiarity with web content management systems and IT ticketing tools.
- Good problem-solving and communication skills.
- Ability to prioritize and manage multiple tasks under pressure.
- Strong customer service orientation and team spirit.

DESIRABLE ATTRIBUTES:

- Attention to detail and willingness to learn.
- Professionalism and confidentiality in handling IT systems and user data.
- Capacity to work both independently and collaboratively in a structured environment.

COMPENSATION

- **Salary:** Attractive and negotiable
- Group Life Insurance Policy
- HMO
- Pension

HOW TO APPLY

Interested and qualified candidates should send their applications, including a detailed CV and cover letter, to jobvacancies@cisinigeria.org with the subject line **“IT Support Staff”**.