

**Liberia Telecommunications Authority**  
**Monrovia, Liberia**

**Vacancy Announcement**

Job Title: IT Analyst II  
Department: Engineering & Technology  
Section: ICT  
Reports To: IT Analyst I and ICT Director  
Deadline: Friday, January 12, 2018 at 4:00

**Summary of Responsibilities:**

Installs, maintains and supports the LTA's personal computers, LAN/WAN networks, website/hosting, and Intranet/Internet. This includes PC and network equipment, systems and application software, and connectivity issues. This position also monitors, manages and reports on critical systems issues including disaster recovery and protocols on the company network. This position prepares computer hardware and software for use, including user setup configuration. This position reports directly to the IT Section.

**Areas of Responsibility:**

- Personal Computer Support:
  - Provides technical assistance to staff in the use of computer hardware and software
  - Installs, updates and documents company approved software as required to meet LTA's business needs.
  - Responds to requests answering user questions, receiving, documenting, and maintaining a record of reported trouble in a problem-tracking database; follow-up as necessary
  - Interfaces with vendors/telecommunications providers as needed to ensure timely and complete service.
  - Configure applications, system software, hardware, and local peripherals; diagnose and resolve various equipment problems
  - Identifies and refers, if need be, unresolved hardware and software problems for resolution
  - Contribute to technical documentation and FAQs in appropriate areas
  - Monitor antivirus software and updates
  - Maintain an adequate spare parts inventory of systems and component parts needed by users
  - Develops and achieves a high degree of competence in PC systems, approved software and associated network technology.
- 2. Network Support:
  - Establishes and resolves connectivity between local systems and ISPs
  - Facilitates users in obtaining access to systems
  - Assists with assigned user account administration and file rights management
  - Implements and supports backup and recovery policies procedures
  - Develops and provides user training for basic hardware and software use
- 3. Web-based Support:
  - Monitors and maintains the company's website to ensure the integrity of site contents and layout
  - Ensures Internet and Webmail/Outlook system are operating efficiently
  - Interfaces with Host/ISPs as needed to ensure connectivity and complete service

- Implement and support an effective disaster recovery plan

#### 4. Miscellaneous:

This position is able to take over the IT Analyst I duties for short periods of time when required. Other duties and responsibilities may be assigned as required.

#### QUALIFICATIONS & EXPERIENCE:

1-2 years plus experience in a PC network environment  
Proficient in desktop software and hardware systems  
Web Development/Hosting experience preferred  
LAN/WAN Network/Telecommunication skills (plus)

#### **High School graduate**

College experience in Computer Science or related area is preferred  
Certifications (A+, Network+, MCSE, CCNA, etc.) is a plus  
Strong problem solving skills, able to handle multiple complex issues simultaneously  
Very detail oriented, good communication skills  
Excellent written and verbal communications skills  
Strong team player

#### OTHER REQUIREMENTS:

Honesty, Personal integrity and Confidentiality are a must.  
Excellent interpersonal skills.  
Excellent oral and written communication skills..  
Ability to make convincing presentations  
Good working knowledge of Microsoft Suites, HTML5, PHP/MySQL, etc.

#### SELECTION PROCESS

This position is open to suitably qualified Liberians with the ability to work in a fast-paced, multi-tasking environment. After initial screening, qualified applicants will be invited for an interview. Only short-listed applicants will be contacted. Selected candidates may be required to submit, prior to being hired, a sworn/notarized statement/affidavit that he/she has not resigned been investigated or dismissed from employment, for allegations of misconduct involving dishonesty or other venal acts: or if investigated, and has been cleared of all allegations against him/her.

#### **Interested applicants must submit the following for the application to be considered**

1. Cover Letter indicating position applied for and a current resume or curriculum vitea (Please include contact information including full name, telephone number (s) and email address if available). all other documentation (eg., certificates, awards earned) that address the qualification requirements of the position for which application is being submitted
2. Each application must be submitted in a sealed envelope, addressed to Liberia Telecommunications Authority  
Application for IT Analyst II  
Administration & Operations Office