Liberia Telecommunications Authority
Building No. D-168, Congo Town Back Rd.
Monrovia, Liberia

VACANCY ANNOUNCEMENT

Job Title: IT Analyst
Reports to: IT Manager
Department: Engineering & Technology
Deadline: May 6, 2014

Summary of Responsibilities:

Installs, maintains and supports 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 policies and protocol on the company network. This position prepares computer hardware and software for use, including user setup configuration. This position reports directly to the IT Manager.

Areas of Responsibility:

1. 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.
- Configures 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.
- Contributes to technical documentation and FAQs in appropriate areas.
- Monitors antivirus software and updates.
- Maintains 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.
- Implements and supports security and group policies within the LTA LAN system.
- 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.
- Implements and supports an effective disaster recovery plan.

4. Miscellaneous:
- This position enables the holder to be able to take over the IT Manager duties for short periods of time when required.
- Other duties and responsibilities may be assigned as required.

QUALIFICATIONS & EXPERIENCE:

- 3-5 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).
- College degree in Computer Science or related area is preferred.
- Certifications (A+, Network+, MCSE, CCNA, MCDBA, 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:

The 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, 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 vitae (Please include contact information including full name, telephone number(s)

and email address if available). All other documentation (e.g., certificates, awards, copies of degrees 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
   Building No. D-168, Congo Town Back Rd.
   Application for IT Analyst
   Monrovia, Liberia

   Or send applications to humanresources@lta.gov.lr

DEADLINE FOR RECEIPT OF APPLICATIONS IS May 6, 2014 at 4pm.