



## **SIK YUEN LIMITED**

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### **Job Description**

**Job Title** IT Officer

**Reporting to** Chief Financial Officer

**Purpose** Provide first level support for all IT relevant tasks and generating Management Information reports.

### **Principal Accountabilities**

- Resolving IT support requests from employees
- Answering employee questions regarding computer systems
- Gathering and analyzing data to diagnose problems with computer systems
- Changing configurations, settings and permissions to fix computer issues
- Installing new software and hardware drivers and updating existing ones as needed
- Updating employees on the status of their service requests
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Generating management information reports.
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Maintaining accounts for users
- Repairing and replacing equipment as necessary
- Testing new technology
- Training users on Microsoft products
- Participating in IT related projects
- Occasionally to assist Marketing department regarding website and social media.

### **Experience and Skills**

- Diploma in computing or any other acceptable qualification
- A technical, logical thought process
- Problem-solving skills
- An ability to keep up to date with technology
- An ability to stick to strict deadlines
- An ability to prioritise
- A keen eye for detail