

	IT Helpdesk Assistant	PD CODE: ANPM/PD/CS/IT/006
		APPROVED : G. DA SILVA
	POSITION DESCRIPTION	CHECKED : E. DA COSTA & D. MARTINS
		ORIGINATOR: M. GUSMÃO
		ISSUE DATE :
REVISION NO: 0		PAGE 1 OF 3

Position Title	: IT – Helpdesk Assistant
Location and Department	: Dili
Reporting Relationships	: IT Helpdesk Officer – Information & Technology
Positions line reporting to	: Refer to Organisation Chart No: ANPM

1. ROLE SUMMARY

- 1.1 The Autoridade Nacional do Petróleo e Minerais (ANPM) is a Timor Leste's body responsible of managing and regulating petroleum activities in the Timor Leste's exclusive jurisdictional areas and in the JPDA in accordance with the Decree Law on the establishment of the ANPM, the Timor-Leste Petroleum Activities Law, and the Timor Sea Treaty. The ANPM is to establish and supervise compliance with the enacted rules and regulation covering the exploration, development, production, transportation and distribution of petroleum, natural gas and mineral resources. The ANPM also tasked to regulate mineral operations activities in the territory of Timor Leste in accordance with the applicable legal frameworks. The role of this position is to assist IT helpdesk officer of Information Technology to ensure effective and efficient of administration support to the IT department.

2. KEY OBJECTIVES/SCOPE OF WORK

- 2.1. Perform the first level IT helpdesk services to ANPM staffs.
- 2.2. Act as an IT helpdesk assistant to provide IT Helpdesk support under IT Department in ANPM.

3. PRINCIPAL ACCOUNTABILITIES/ DETAILS TASKS & DELIVERABLES

3.1. Perform first level IT helpdesk support:

- Be the first point of contact for all user enquiries; respond to telephone, email and online requests for technical support.
- Log, track, monitor and resolve end user requests and problems through Help Desk systems and or any appropriate tools.
- Escalate the IT requests and problem to other IT officers.
- Collect end user feedback and
- Document the problem resolution into knowledge base.

3.2. Assist IT Helpdesk officer to manage ANPM IT assets inventory.

3.3. IT Operations and Support

- Administer ANPNM end user computer, application, system, device, access and hardware.
- Perform problem resolution and troubleshooting to end users for basic computer, application, system, ICT device and hardware issues.
- Perform regular security monitoring to identify any possible interruptions and problems in end user.
- Repair and recover from hardware or software failures.
- Investigate and resolve any IT helpdesk issue or incident events and report to IT helpdesk officer with recommend corrective action, including restarting services and rebooting user's laptop or computer and to restore systems.

3.4. Assist IT Helpdesk officer to provide Helpdesk Monthly report to the IT Manager;

3.5. Implement IT policy and procedures.

3.6. Any other related duties or tasks as directed by supervisor and/or senior management.

4. QUALIFICATION AND EXPERIENCE REQUIRED

4.1. Essential

- 4.1.1 Diploma or Tertiary qualification in IT, Information Systems, Computer Science or equivalent.
- 4.1.2 Experience with window operating system, hardware and software installation,
- 4.1.3 Fluent in English (writing, speaking, reading and listening),
- 4.1.4 Ability to coordinate multiple tasks and deal with multiple demands in an efficient manner,
- 4.1.5 Self-motivation and ability to prioritise work and set targets,
- 4.1.6 Demonstrated commitment to team work,
- 4.1.7 Good understanding of sensitivities in a multi-cultural working environment,
- 4.1.8 Timorese Citizenship

4.2. Desirable

- 4.1.9 Have knowledge in IT Helpdesk system and ITIL implementation.
- 4.1.10 Have CompTIA certification
- 4.1.11 Portuguese Language Skill