

IT Technical Support Officer PS26 \$95,268.23

Applications are invited for the position of **IT Technical Support Officer** in the **Office of the Auditor General**. The successful applicant will report directly to the IT Support Manager and will assist in maintaining our IT infrastructure, including servers, networks, and hardware. You will also provide technical support to employees, troubleshoot IT issues, and ensure the security and integrity of our data systems. Additionally, you will assist with software updates, backups, implementation of new technologies to enhance our operational capabilities and any other duties as necessary.

Major responsibilities include, but not limited to:

- Diagnose and resolve technical issues on network, desktops and servers.
- Maintain a safe and secure work environment; develop personal growth opportunities
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Respond in a timely manner to service issues and requests
- Document network problems and resolutions for future reference and create and maintain IT support documentation, procedures and follow best practice
- Monitor and repair equipment and recover from hardware or software failures
- Perform periodic performance reporting to support capacity planning
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required
- Develop and maintain relationships through effective, timely communication and meet deadlines
- Develop and administer instructions/ or conduct training for system users on operating systems and applications
- Assist in designing, developing and maintaining web-based applications and intranets. Continuously assist in improving the office's website and SharePoint site and add new functionality and improve to make it user friendly
- Assist in maintaining backup/restore and disaster recovery preparedness
- Update and maintain IT inventory of all hardware and software
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network

Requirements

- Strong knowledge of network infrastructure and enterprise software applications.
- Experience with information security practices and risk management.
- Proficiency in various operating systems and security protocols.
- Strong communication and interpersonal skills.
- Strong problem-solving, analytical abilities and detail-oriented approach to tasks

Qualifications

- Bachelor's degree from an accredited college or university in Computer Science, Information Technology, and Network Administration or related field preferred.
- Microsoft Certification not required but a plus
- 2+ years of hands-on experience in IT
- Knowledge of virtualization technologies (e.g., Hyper-V, VMware) and cloud-native services would be an asset.
- Excellent problem-solving, communication, and project management skills.
- Strong reading, writing and verbal communications skills
- Capable of working independently as well as part of a team
- Flexibility to work outside working hours as needed, including some evenings/weekends

Interested persons should submit their résumé together with copies of professional qualifications, marked "Private & Confidential" by email to HR@oagbermuda.bm or on the Bermuda Job Board. **Only those shortlisted for interview will be contacted.**

Closing Date: 30 January 2026