



Amilcar Petroleum Operations is seeking candidates for "Information Technology Assistant" position at the company's head office located in Tunis.

Please send your application: cover letter, resume, and the supporting documents by email to "[recrutements@apo.com.tn](mailto:recrutements@apo.com.tn)".

The job title and reference number "**Information Technology Assistant – Ref: APO Ad. 01/2020**" should be added to the subject line of the email.

The deadline for submission of applications is **November 12th 2020**.

### Information Technology Assistant (Technician) – Ref: APO Ad. 01/2020

The IT assistant is responsible for providing installation, maintenance and support for our desktop and laptop environment. Additional tasks include answering end users' PC and software support questions, performing PC maintenance, and assisting with PC and laptop setups and software upgrades. Daily tasks for the team include evaluating requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Help Desk.

The position reports to the IT Head of Department.

#### Candidates will be mainly required to:

- Provide IT Desk side support to all users.
- Install all new IT hardware, software and required systems for the IT infrastructure.
- Install, configure, and maintain network services and devices.
- Perform troubleshooting analysis of servers, workstations, PC's and associated systems, Audio-Visio systems.
- Manage user's accounts, permissions, communication applications, printers and security solution.
- Identify problems and repair printers, copiers, scanners and VC equipment.
- Documentation for all job related operations processes.

#### REQUIRED EDUCATIONAL QUALIFICATIONS AND MAIN SKILLS:

- University completed degree (Minimum Bac + 3) in Information Technology or Computer Sciences.
- Fluency in Arabic and French languages- Written and Spoken.
- Intermediate level in English – Written and spoken
- IT framework knowledge. Associated certifications are preferred.
- Microsoft Systems Administration and Network Administration.
- Excellent communication skills and ability to work in a team.
- Experience in a multi-location IT environment.
- Practical experience within a Windows environment.
- Good knowledge on Mobile devices (Android, iOS) usability and maintenance.
- Fundamental knowledge of server processes, Active Directory policies, PC's, database systems and programming languages.
- Skilled on hardware maintenance: ability to mitigate and do quick fix for hardware issues.
- Good knowledge on audio visual systems- - Excellent interpersonal and communication skills, and ability to work in a team.- Experience of working in a multi-location IT environment and in a similar position is preferred.