

<b>Company</b>		<b>Effectivity Date</b>
ARDC		January 1, 2024
<b>Department</b>		<b>Revision No</b>
Information Technology		Version 1
<b>JOB DESCRIPTION</b>		

<b>Job Title:</b>	IT Specialist
<b>Department:</b>	Information Technology
<b>Level:</b>	Sr Staff 1
<b>Reporting to:</b>	IT Head
<b>Direct Report:</b>	-
<b>Internal Clients:</b>	Employees
<b>External Clients:</b>	Suppliers

- Responsibilities:**
- Renders technical support to address issues with the company’s software applications
  - Coordinate with software supplier for elevation of unresolved user concerns
  - Monitor pending concerns escalated to suppliers
  - Responsible for testing of outsourced customized computer applications and coordinate directly with supplier to resolve problems
  - Guides users in the use of company applications
  - May be assigned as administrator for existing applications
  - Evaluate/review available software applications in the market that may be applicable to the company
  - Maintains/modifies/enhances existing systems in Progress
  - Generates ad-hoc reports
  - Assists employees with their computer-related tasks
  - May be assigned to conduct computer literacy training for employees

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**Qualifications:**

**Education:** Bachelor's degree in any IT-related course

**Skills:**

- Proficient in at least one programming language and must have experience in writing code
- Must be familiar with computer hardware and network
- Good analytical ability
- Good oral communication skills
- Background or knowledge in basic Accounting is an advantage