



Patents and Companies Registration Agency

EMPLOYMENT OPPORTUNITIES

The Patents and Companies Registration Agency (PACRA) is a corporate body established under the PACRA Act No. 4 of 2020.

The Agency is inviting applications from suitably qualified, dynamic, self-motivated, pro-active, and experienced persons to fill the position of Technical Support Analyst.

TECHNICAL SUPPORT ANALYST – 1 Position

GRADE: P4

REPORTS TO: Systems Analyst for Infrastructure and Operations

Job purpose

To effectively provide Technical Support and ensure the smooth operation of the entire Agency, monitor and maintain the Agency's computer systems, install and configure hardware and software, and resolve technical issues with minimal oversight; analysing complex hardware and software environments to ensure reliability, performance, and data integrity through design, installation, configuration, and support.

Primary Responsibilities

- Install, configure, and troubleshoot computer hardware, operating systems, and applications.
- Provide technical support across the Agency (in-person or remotely)
- Provide training and support to end-users on hardware and software systems
- Monitor, maintain and update software and hardware inventory
- Manage and resolve incidents and service requests in a timely manner
- Lead the repair and maintenance of servers, desktops, printers, and IP phones
- Research and analyse technical industry trends to formulate technology ideas
- Test and evaluate new technology

Skills Requirements

- Analytical mindset and good problem-solving skills
- Excellent verbal and written communication skills.
- Highly organised and responsible.
- Excellent knowledge of Server and Desktop architectures
- Requires minimum supervision and is self-motivated
- Ability to work in a fast-paced and dynamic environment
- Strong knowledge of operating systems, including Windows and Linux.

Academic Qualifications and Experience

- Full Grade 12 Certificate.
- Bachelor's Degree in Computer Science or its equivalent.
- Two (2) years of relevant experience.
- Certification in ITIL will be an added advantage.
- Must be a member of the Information Communications Technology Association of Zambia (ICTAZ).

Terms and Conditions of Service

Attractive Terms and Conditions of Service of the Patents and Companies Registration Agency shall apply for the position.