Communications Specialist (ICT)

Role & Responsibilities:

- Responsible for the day-to-day operation, administration and maintenance of network, voice, fixed and mobile and text telecommunications systems.
- Responsible for monitoring, modifying and fault finding for network, voice, fixed and mobile and text telecommunication systems.
- Installs, maintains and diagnoses malfunctions of network, microwave, telemetry, satellite and other radio and electromagnetic communication systems.
- Configures and integrates networks and technology with computer software, hardware, desktops, peripherals, databases and operating systems.
- Manages the purchase, deployment and administration of network, voice, fixed and mobile and text telecommunications and computer equipment.
- Provides consultation to support users, management and clients on network, voice, fixed and mobile and text telecommunication matters.
- Maintains a register of telecommunications equipment for asset management purposes, including the allocation of mobile and desktop telephones.
- Develops and records logs of the details, locations and statuses of inventories, parts, equipment and instruments and maintains the documentation of communication policies, procedures, guidelines and regulations, and quality standards.
- Plan and implement new and upgraded information systems/hardware for telecommunications services.
- Reconcile and report on all telecommunication accounts for payments.
- Provides technical advice and information and monitors the performance of complex networks and equipment.
- Ensure compliance with security policy standards and practises and develops and maintains voice and text telecommunications standards.
- Liaise with external suppliers for purchase and delivery of all Telecommunication services.
- Advises management of improvements in existing systems. Plans the development of customer access network infrastructure.
- Liaise with vendors, suppliers, service providers and external resources and monitors contractual obligations and performance delivery.
- Provides ongoing support in designing, optimising, troubleshooting, diagnosing, repairing and resolving of network performance malfunctions, defects and faults.
- Provides consultation to support staff, management and clients on telecommunication matters.
- Promotes staff awareness of equipment availability and usage.
- Maintain a high level of awareness of developments and trends in telecommunications technology and status of developments.
- Prepares and maintains all telecommunication's systems documentation, manuals and management telecommunications performance reports.
- Deliver training to the user on features and use of computer systems

Experience:
- A degree in Networking or telecommunications

STRATEY + DESIGN + DIGITAL

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