



# JOIN OUR TEAM

## LOCATION

Freetown, Head  
Office

## JOB OUTLINE:

The IT Support Rep will be responsible for managing and maintaining the company's IT Service Desk, ensuring smooth operation of all user devices, basic IT infrastructure, and involves troubleshooting user devices hardware, software, and network issues to maintain high levels of productivity and system uptime.

## MAIN DUTIES AND RESPONSIBILITIES:

- Provide first-level technical support to PC users across the Mantrac SL.
- Diagnose and resolve hardware and software issues on laptops, desktops, and tablets devices.
- Set up, configure, and maintain user devices including operating systems and essential applications.
- Monitor and troubleshoot basic network connectivity (LAN/WAN) and printers.
- Maintain an up-to-date inventory of IT assets and ensure proper documentation of support activities.
- Escalate unresolved issues to higher-level support or external vendors when necessary.
- Ensure compliance with IT policies, data protection standards, and cybersecurity protocols.

## Required Skills and Qualifications:

- Basic knowledge of computer hardware and software troubleshooting
- Familiar with Windows operating systems and Microsoft Office tools
- Understanding of basic networking (Wi-Fi, LAN, IP settings)
- Certificate or diploma in IT, Computer Science, or related field

## SEND YOUR RESUME TO

customer-relations@jobsearchsl.com

## SUBJECT

IT Support Representative

## DEADLINE

14<sup>th</sup> November 2025