

Hardware Engineer/Technician

Reporting to: Chief Operations Officer

Duties and Responsibilities

Summary

The duties of the Hardware Engineer/Technician will centre around the following main functions, namely:

- Installation and maintenance of biometric devices at customer sites;
- Maintenance and support of internal hardware, software and communications systems.

Installation and maintenance of biometric devices at customer sites

The Company provides biometric devices to customers to complement our HR software solutions. The Hardware Engineer/Technician will be required to:

- Familiarise themselves with the product portfolio offered by the Company's suppliers;
- Develop a working knowledge of the devices and the software that drives them to a level that enables a quality maintenance and support service to be delivered to clients;
- Act proactively in suggesting potential growth in the Company's biometric product portfolio and promote the portfolio actively amongst the Company's customer base.

Maintenance and support of internal hardware, software and communications systems

- Implementing and supporting *Office 365*;
- Implementing and supporting computer hardware, printers, telephony, wifi and communications equipment;
- Supporting the Company's ticketing application and liaising accordingly with the product supplier.

The Hardware Engineer/Technician is expected to keep abreast of new developments in technology and to make relevant suggestions to management where necessary.

If you feel that you possess the attributes we are seeking, are currently resident in Malta and do not require a work permit, kindly send a CV to administration@dakarsoftware.com.

All applications will be treated in strict confidence