



**First Metro Securities**  
Brokerage Corporation

Metrobank Group



## IT Administrative Associate / Officer

**Provide support in the maintenance of Information Technology Systems and Applications that support the business activities of the company.**

### Responsibilities:

- Provide user support for business information systems and applications; resolves, logs and escalates user inquiries and issues to vendor/s as and when applicable;
- Provides technical support on the use of computer hardware; printers, peripherals etc. and computer software as well as telephone sets and related telephone peripherals and other IT equipment;
- Setup, configure and deploy computers and associated operating system/s and applications, connected peripherals and end-user local telephone units;
- Perform first-hand troubleshooting for under warranty equipment and escalate findings and issues to vendor/s. Perform troubleshooting and repairs on out-of-warranty equipment and/or escalate to other technical resources as appropriate;
- Assist the Systems and Network Administrators in the maintenance and administration of the company's Domain, Network and Telecommunications equipment, Core Applications, Database and Electronic Messaging Systems;
- Outsource from accredited vendors required IT equipment and prepares bidding and requisition requests for approval;
- Maintain Information Technology equipment records and update/reconcile these with Accounting Department asset records as required by the company's inventory maintenance guidelines and procedures;
- Comply with internal and external policies and regulations.

### Qualifications:

- Bachelor's Degree in Information Technology related field.
- Experience: Minimum of 1 year of desktop support and troubleshooting covering MS office applications and messaging, networks, telephony and database systems and technologies.
- Knowledge: Proficient in Microsoft applications, web tools, SharePoint and other business productivity software. Basic knowledge of a wide range of network systems and protocols, network applications and system applications. Administration of MSSQL and/or MySQL database systems.