

JOB DESCRIPTION

Job Title: Hardware Maintenance Engineer

Location: RTE's HQ at Kabul

Job Responsibilities:

- Troubleshoot and maintain PCs, Laptops, Servers, Printers, Plotters, Scanners, Projectors and various Network devices.
- Assist in designing, implementation and configuration of Wireless and Wired networks (Copper & Fiber Optic).
- Prepare maintenance manuals for laptops, desktops and server systems.
- Provide support for IT Hospital's day to day activities with different, internal and external departments/parties, to ensure its smooth operation and adherence to all procedures and QOS approaches/procedures & standards.
- Provide best hardware maintenance practices to maximize output, ensuring quality with time efficiency through practical skills & conceptions on basic electrical circuitry or electrostatic concepts, Safety procedures with local standard, equipment handling and other Safety procedures.
- Upgrade own technical capability through maximum available resources, attend & provide training as and when required.
- Perform all lines of work and other assignments including on-site, inside company premises or inside /outside city with best Customer Supporting Practices as required.
- Maintain a pool of required hardware spares.

Required Qualifications:

- Should have a bachelor degree or Diploma in Electronics/Electrical/Computer Engineering or university graduate in any other disciplines having vast relevant experience in IT field.
- Must have a minimum of 2 years of hands-on experience as Hardware Engineer or Systems Engineer or IT Engineer in a big organization.
- **MUST** possess the vendor level certificates of MCSA/MCSE/CCNA and must be fluent in TCP/IP based network configuration and troubleshooting, installation, configuration and troubleshooting of Microsoft Windows 2000/2003/2008 server, domain controller, active directory, MS ISA Server 2004, MS Exchange Server 2003/2007, DHCP, DNS, RRAS, NAT etc.
- Having strong PCs, Laptop and printer based hardware troubleshooting knowledge is mandatory.
- Must have strong customer service skills and experience.
- Excellent communication skills over English language are required in both oral and writing.
- Ability to Work under Pressure.

- Knowledge of local languages will be preferred.
- Must be organized, efficient and detail oriented.
- A strong determination to succeed.