GCC
Gambling Control Commission
of Trinidad and Tobago ®

CAREER OPPORTUNITY

Computer Support Specialist

The Computer Support Specialist plays a key role to provide IT support to ensure smooth operations of the Gambling Control Commission's (GCC) Information Technology systems. This position provides first-line technical assistance and troubleshooting to users to diagnose and resolve technical hardware and software issues. Conducts software installation, configuration to ensure ongoing safe usability of desktop computers and peripheral equipment.

Key Responsibilities

- **Operational**

  - Respond to support requests from end-users in person, over the phone, or via remote assistance tools.
  - Diagnose and resolve technical hardware and software issues.
  - Guide users through step-by-step solutions to resolve technical problems
  - Perform routine maintenance on hardware and software to ensure optimal performance.
  - Install and update software applications and operating systems as needed.
  - Maintain an inventory of IT equipment and software licenses
  - Provide training to end-users on the proper use of hardware and software.

- **Strategic**

  - Assists with the selection, implementation, and integration of new IT hardware and software.
  - Provides input on IT budget planning and resource allocation.
  - Stays up to date on emerging IT trends and technologies relevant to the gambling control industry.

- **People**

  - Provides technical guidance and support to team members
  - Collaborates effectively with other departments to ensure seamless IT integration with their operations.

- **Reporting**

  - Prepares routine reports on IT system performance, security incidents, and helpdesk tickets.
  - Provides regular updates on IT asset allocation (addition, relocation and repairs to the IT Manager/Head of IT.

Qualifications and Experience

➢ Associate degree or Diploma in Information Technology, Computer Science, or a related field.

➢ A bachelor's degree is preferred but not required

➢ Minimum of 2 years' experience as a Computer / Technical Support Specialist, Help Desk Technician, or similar role.

➢ Familiarity with various operating systems and platforms (Windows, macOS, Linux)

➢ Experience with remote desktop applications and help desk software.

Interested Applicants can submit their resumes to: vacancies@gcctt.org

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