

## TEFON HUMAN RESOURCES Sarl

### Vacancy announcement

#### Job Purpose/Summary

The Infrastructure Assistant provides on-site and remote user support for computing products and services and assists users in making more effective use of computing products and services. Other duties involve investigating, troubleshooting and resolving support issues (incidents, problems, changes, releases and configurations) and handling user requests. Main Mission/Result Area

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#### PRIMARY ACCOUNTABILITIES

- Investigating, troubleshooting and resolving computing problems and satisfying user requests in the following areas: Computing Workstations, laptop, desktop, Local and network printers, scanners.
- Imaging, Installation, configuration, of operating system on: Computing Workstations, laptop, desktop.
- Ensure computing assets are properly maintained within the Asset Management process by keeping records of the asset inventory.
- Ensure that there are adequate computing spares available to support the business.
- Plan and include computing related activities in the weekly plan.
- Create user's requests and complete Tickets in Service desk.
- Supports and implements the Remote Site Support offshore and VIP residences.
- Keep track records of maintenance documents for compliance audit and analysis.
- Contributes to projects, troubleshooting activities, and undertake other duties as required by the Supervisor.

### **HSSE Accountabilities**

- Participate in all HSSE intervention schemes (Incident Reporting Cards, Incident reporting, Site visits) and awareness sessions (HSSE Meetings, events and trainings) to maintain and improve Company HSSE culture and performance.
- Understand the emergency procedure and the related requirements.
- Lead as a role model to improve HSSE engagement within direct team, section, and department

**The incumbent may perform other related duties as assigned**

### **Key Challenges**

- Ability to work with other disciplines in a global environment, and to bridge technical, and IM/IS skills.
- Maintains a consistent cordial, friendly and user-friendly manner in a fast-paced, multi-faceted and challenging environment while on call.  
Delivers consistent IT support services across a diverse landscape (from onshore to offshore)

### **Experiences / Competence & Requirements**

- At least a bachelor's degree in IT, Computer sciences or related fields.
- At least 2 years' experience in IT functions.
- Operations and extensive knowledge of IT processes.
- Have a sound background in Windows Operating system and Office 365.
- Maintain a high level of safety awareness and standards in all daily duties and tasks.
- Troubleshooting and critical thinking skills.
- Have the willingness to learn.
- Ability to speak and write in English.
- Have good knowledge in Microsoft Word, Excel, Power Point

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*All interested candidates should submit a CV and cover letter  
to: [tefonhr@tefonservices.com](mailto:tefonhr@tefonservices.com) / [www.tefonservices.com](http://www.tefonservices.com)  
latest 6<sup>th</sup> July 2025*

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*Chick Edmond*  
Human Resources / Operations Director  
Certified Risk Manager

