



Government of the Co-operative Republic of Guyana
Environmental Protection Agency



Document Name:	Job Description Form	Revision Date:	29/06/2026	Document Code:	EPAJDF-26-06
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Job Title:	Technical Support Officer	Job Code:	IT-TSO
Department / Division:	Information Technology / Technical Services	Position Type:	Full Time ___ Part Time ___ Contractor ___ Intern ___
Location:	Head Office – Georgetown	Scale Grade:	EP5
Reporting To:	Head of Department		
Supervises:	NA		

Overall Objective
<p>The Technical Support Officer is responsible for providing first-line technical support to users, maintaining the Agency's information technology infrastructure, and ensuring the efficient operation of computer systems, network services, and telecommunications equipment. The incumbent will install, configure, maintain, and troubleshoot hardware, software, and network-related issues while supporting the Agency's digital operations and assisting with user training.</p>
Duties and Responsibilities
<ul style="list-style-type: none"> • Support user account administration, system access, and the implementation of information technology policies, procedures, and cybersecurity best practices. • Provide first-line technical support by diagnosing and resolving hardware, software, network, and system-related issues while maintaining an accurate log of service requests and resolutions. • Maintain an accurate inventory of all IT equipment, recording asset location, assigned users, equipment condition, maintenance history, and lifecycle status, while recommending repairs or replacements as necessary. • Assist in the planning and delivery of staff training on computer systems and software applications, providing ongoing technical guidance and user support. • Troubleshoot the Agency's network infrastructure, including LAN/WAN, Wi-Fi, VPN connections, network printers, scanners, and PBX telephone systems to ensure reliable connectivity and service availability. • Install, configure, maintain, and repair desktop computers, laptops, mobile devices, operating systems, software applications, and peripheral equipment, including assembling desktop computers where required. • Diagnose and repair hardware issues, including laptop, phone, tablet, and basic replacements and component-level faults. • Perform routine preventive maintenance, software updates, security patches, and equipment inspections to ensure the reliability, security, and optimal performance of all IT assets. Perform routine system updates, patches, and preventive maintenance on ALL IT equipment. • Prepare and maintain technical documentation, inventory records, maintenance logs, and reports on IT support activities, recurring issues, and system performance. • Stay informed of emerging technologies and recommend improvements that enhance the Agency's information technology services and operational efficiency.



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- To participate and provide IT support to officers while in the field and at the remote offices.
- Perform any other related duties as assigned by the supervisor consistent with the scope and level of the position.

Requirements

Qualifications and Work Experience:

- An A+ and Network+ Certification or a BSc in Computer Science with at least one (1) year of IT Technical support experience. Or
- A Diploma in Information Technology, Computer Science and three (3) years' experience in IT technical support.
- Experience supporting Microsoft Windows operating systems, Microsoft Office applications, networking, and end-user devices.

Competencies:

- Strong troubleshooting and analytical skills.
- Excellent customer service and communication skills.
- Ability to prioritize and manage multiple technical issues simultaneously.
- Good documentation and record-keeping skills.
- Ability to explain technical concepts to non-technical users.
- Strong organizational and time management skills.
- Ability to work independently and collaboratively within a team.
- High level of integrity, professionalism, and confidentiality.

Created By:	Fay Mudlier – HR Officer	Date:	29 th June 2026
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HOD verified:		Date:	
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		Date:	