**Job**: IT Associate Operations - Officer
**Job Code:** ISB/0424/AITO/A-1
**Level/Grade**: Level 1 / Associate
**Job Nature:** Permanent
**Job Reports to**: Expert IT Operations

**Overview:** This role is responsible in maintaining STZA IT assets, resolving network issues, general troubleshooting and supporting all IT department administrative tasks on an as needed basis.

**Key Responsibilities:**
- Maintaining and managing IT assets and keep record of them.
- Resolving issues of end users related to emails, software, and internet.
- Refining and structuring RFQ (Request for Quotation) and TOR (Terms of Reference) documents in preparation for the Request for Proposal (RFP) process, ensuring precision and compliance with industry standards and organizational requirements.
- Data Center overall monitoring/troubleshooting which includes performance of all VMs like print server, local active directory, backup, One Window.
- Coordinating with vendors/stakeholders regarding the execution of Tenders.
- Ensuring seamless backup and replication processes of One Window Production virtual machine environment.
- Implementing and maintaining necessary configurations for the STZA OWP Production environment, ensuring optimal performance, security, and reliability.
- Implementing and assisting in management, deployment, configuration and updating of Storage Area Network for One window environment.

**Experience Requirements:**
- Up to 1 Year of Relevant Experience Required.

**Essential Skills & Competencies:**
- Expertise in docker, Kubernetes and other microservices software.
- Proven experience in reporting tools like power BI. MS list.
- Expertise in Linux & windows based Vms

**Education Requirements:**
- Minimum bachelor's degree in information technology, Computer Engineering, Computer Science, or related field (16 years) from a national or foreign university recognized by HEC.