

Date: 11 MARCH 2024

NOTICE OF VACANCY

We wish to inform you that the Department of Social Welfare and Development (DSWD) Field Office Caraga has **one (1) vacant Contract of Service** position with details as follows:

Office: REGIONAL ICT MANAGEMENT SECTION/ POLICY AND PLANS DIVISION

COMPUTER MAINTENANCE TECHNOLOGIST III

Item number : N/A
Designation : Senior Desktop Engineer
Compensation : SG 17 (Php 43,030.00)
Place of Assignment: DSWD Field Office Caraga

PREFERRED QUALIFICATIONS:

Education : Bachelor's Degree in Information Technology, Computer Science, Business Administration, or a related field
Training : Eight (8) hours of relevant training
Experience : 3+ years of experience in technical support, preferably in end-user hardware and basic productivity
Eligibility : None required but having eligibility is an advantage

JOB DESCRIPTION:

The Computer Maintenance Technologist III shall perform the functions of a Senior Desktop Engineer who shall serve as a technical team leader for productivity enablement, specifically in end-user hardware and basic desktop support within DSWD

Functions and Responsibilities:

1. Provide leadership and guidance to the desktop support team.
2. Provide technical assistance and support for desktops, laptops, printers, and other end-user hardware.
3. Resolve hardware and software issues by troubleshooting and diagnosing problems
4. Perform routine maintenance on desktops, laptops, and peripherals.
5. Ensure the quality and efficiency of desktop support services
6. Coordinate hardware repairs and replacements as needed
7. Conduct training sessions for end-users on productivity tools
8. Maintain an inventory of hardware and software assets.
9. Assist in procurement and asset-tracking activities.
10. Prioritize and assign support tasks, ensuring SLAs (Service Level Agreements) are met

- 11. Serve as a point of contact for escalated user issues and communicate effectively with end-users

Applicants should be guided by the following **Criteria for Evaluation**:

• Education (E)	25%
• Training (T)	10%
• Experience (E)	25%
• Initial Qualifying Test (IQT)	10%
• Special Exam (Technical)	15%
• Interview	10%
• IPCR or any related Performance Assessment Review	5%
Total	100%

Initial Shortlisting: Obtain 75% or 45 points of the maximum total score of ETE

Second Shortlisting: Top Five Highest rating but overall rating should not less than 80%

Interested and qualified applicants may submit their application through <https://caraga-iris.dswd.gov.ph/>, with the complete scanned copies of the following documents below **on or before March 18, 2024**.

1. Application letter addressed to Regional Director Mari-Flor A. Dollaga-Libang;
2. .PDF file of duly filled out notarized **Personal Data Sheet** with affixed signature and passport size ID picture (Civil Service Form No. 212, Revised 2017 which can be downloaded at <https://tinyurl.com/cscform212r2017>);
3. .PDF file of duly filled out **Work Experience Sheet** which can be downloaded at <https://tinyurl.com/cscform212r2017>;
4. Authenticated copy of Transcript of Records or equivalent;
5. Authenticated copy of certificate of eligibility/rating/license (*if applicable*);
6. Copy of Certificate of relevant trainings and seminars attended (*if indicated in the PDS*); and
7. Copy of duly signed Individual Performance Contract Rating/Summary of Rating Performance Contract Assessment or equivalent (*if with work experience*).

*******IMPORTANT REMINDERS*******

- a. All applications shall **ONLY** be submitted through the above-mentioned link.
- b. Files should be in a PDF/PNG/JPEG (ensure that it is clear and readable). If you have multiple pages/photos for one requirement, you may use this link (<https://combinepdf.com/>) for combining documents.
- c. Requests for extension of submission and application with incomplete documents shall not be entertained.
- d. All communications pertaining to your application shall be sent via text/e-mail.

All vacant positions shall be open to all qualified applicants regardless of age, gender, civil status, disability, region, ethnicity, social status, class, political affiliation, or other similar factors/personal circumstances which run counter to the principles of merit and fitness for the job and equal employment opportunity.

For inquiries, please call Human Resource Planning and Performance Management Section through the telephone number (085) 303-8620 local 114 or send us your queries through <https://caraga-iris.dswd.gov.ph/>.


GENELYN P. MARTURILLAS
Administrative Officer V

Human Resource Planning & Performance Management Section - Head