Position Title	Senior IT Support Officer
Department	Information Technology
Reporting Relationship	Manager IT

Scope of the Position

The candidate will be key player in operating efficient IT Support System to provide optimum IT Services to HU community, were s/he will be responsible for carrying out Technical Support Services and co-ordination under the general supervision of Manager IT.

Summary of Key Functions

Essential duties and responsibilities include the following. Other duties may be assigned.

- S/he Will be responsible to support & manage all IT infrastructure, there upgrade and security. Particularly for the Desktop and IT equipment placed in Library & Related Learning Spaces.
- S/he will analyse and resolve problems face by Staff / Faculties /Student on different OS and application platforms
- S/he will provide technical assistance to all End users.
- S/he will be responsible to take care all workstations installed in campus library & related learning spaces including their installation / reconfiguration / reinstallation of applications, diagnosing and providing solution to users difficulties
- S/he will be responsible to ensure that timely support is provided for general and specialized technology requirements.
- S/he will be required to coordinate with vendors support office for timely warranty and replacement of equipment's
- Need to perform any other responsibilities as assigned by the supervisor or Manager IT.

Required Qualification, Experience and Skills

Qualification	• Bachelor in IT , Computer Science , or Electrical Engineering
Experience	• At least Two years of experience in End-user IT Support function – • Microsoft Certification in any discipline. (MCP, MCSA etc.) • Experience related to library management systems are an additional advantage.
Skill Required	• Expert Level knowledge of Windows 7 / 8 , MAC OS and related Software and application • Good knowledge and experience on communication and networks infrastructure and equipment • Good knowledge of installation of OS & other learning application on a large workstation environment. • Good Knowledge of hardware maintenance and management, PCs Notebook, Printers and other peripherals, LAN cabling etc. • Excellent communication skills – Both spoken and written in English • Capacity to communicate clearly, present complex matters in a simple way and draft precisely. • Must be able to organize and prioritize work to meet deadlines. • Work effectively under pressure. • Ability to manage and priorities time and multiple activities. • Should be a Good Team Player.