



### Job Description

Position Title	IT Support Officer
Department	Information Technology
Reporting To	Manager, Information Technology
Date	July 2017
Type of Position	Full Time

#### **POSITION DESCRIPTION**

The incumbent will be a key player for running an efficient IT support system to provide optimum level of assistance to HU Community. Precisely being housed in library to cater student needs and act as a front face for IT in HU-Library.

#### **DUTIES AND RESPONSIBILITIES**

- ✓ Responding all IT related queries in library & associated learning spaces.
- ✓ Responding to ICT Support request including campus software applications and end user devices (Laptop - Desktop – Printers - Telephone, Multimedia & Sound devices etc.)
- ✓ Ensuring smooth functioning of all IT & AV equipment's – Acting as a custodian for library's asset.
- ✓ Attending calls and provide 1<sup>st</sup> & 2<sup>nd</sup> level IT support.
- ✓ Providing back end support to service desk officer.
- ✓ Recording, analysing and gathering basic information of issues reported to service desk.
- ✓ Installation and maintenance of HU owned computers – mainly for library & associated areas
- ✓ Coordinating with suppliers, vendors and engineers inside campus.
- ✓ Managing, maintaining and recording IT Inventory.
- ✓ Providing IT Support during all events e.g. Work Shops, Conference, Executive Meetings, public events.
- ✓ Arranging and setting up multimedia projector, laptops, mics, amplifiers & other IT devices for workshop, meetings and conferences.
- ✓ Submitting monthly reports regarding IT complains.
- ✓ Conducting short workshops and trainings of students as per need.
- ✓ Performing tasks as and when assigned.

#### **REQUIRED JOB SPECIFICATIONS**

Required Qualification	<ul style="list-style-type: none"> <li>✓ Graduation – BS-IT / BCS / BE /</li> <li>✓ Certification related to IT will be value addition</li> </ul>
Required Experience	<ul style="list-style-type: none"> <li>✓ Fresh or 1 year of experience in relevant field.</li> </ul>

#### **REQUIRED JOB COMPETENCIES (Technical and Soft Skills)**

S#	Competency	Criticality (High / Low / Medium)
1.	Communication and interpersonal skills	High
	Customer Services Skills	High
2.	Installation of Software's & Application	High
3.	Knowledge of different OS – Microsoft windows 10 – MAC OS Sierra – Linux – Ubuntu – Android – IOS etc.	Medium
4.	knowledge and experience of managing and handling Audio – Visual devices – Multimedia – LCD – Speaker etc.	Medium
5.	Trouble Shooting skills	Medium