Job Description

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

POSITION DESCRIPTION

The candidate will be responsible for implementing and maintaining IT Support System and providing optimum IT Services to HU Staff and Faculty. He/ She will be mainly responsible for providing first level support to end users and troubleshooting their queries throughout different workshops and events.

DUTIES AND RESPONSIBILITIES

Candidate will be responsible for following tasks:

✓ Responding to ICT Support requests to end user's device like laptop, desktop, printers, telephone etc.)
✓ Providing IT Support during events like workshops, conference, executive meetings, external events etc.
✓ Arranging and setting up multimedia projector and laptops for meetings and conference.
✓ Attending calls and providing first level IT support.
✓ Recording and analyzing user queries and generating reports.
✓ Installing and maintaining HU owned computers and laptops.
✓ Coordinating with vendors and suppliers when required.
✓ Maintaining and updating IT inventory records.
✓ Assisting IT Manager in collecting basic findings and doing performance analysis of IT services in HU.

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Graduation in relevant field ✓ Microsoft certification
Required Experience	✓ 1 - 2 years of IT Systems & Infrastructure related experience.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

S#	Competency	Criticality (High / Low / Medium)
1.	Microsoft Windows OS	High
2.	Mac , Linux and other OS knowledge	Low to medium
3.	Installation of Software's & Application	High
4.	Communication and interpersonal skills	Medium
5.	Over all technology related Trouble shooting skills	High