Job Description

Position Title	Senior Officer, IT Support
Department	Information technology
Reporting To	Senior Manager, End-user & Audio Visual computing services
Date	1st June 2022
Type of Position	Full Time

POSITION DESCRIPTION

The incumbent will be a key player in running an efficient IT Support function by providing the optimum level of assistance & technical support to the HU Community

DUTIES AND RESPONSIBILITIES

- ✓ Responsible to provide technical assistance for the key services provided by the IT Department to HU Community.
- ✓ Will be able to analyze and resolve user's problems & provide a technical solution to facilitate them in optimizing their work
- ✓ Provide support for any information technology issues and problems.
- ✓ Assist by phone, email, and/or using a service desk management system
- ✓ Configure & Provide support for VOIP phones to end-users
- ✓ Providing support for online classes and web conferencing for faculty, students, and staff.
- ✓ Supporting IT during Events e.g., Work Shops, Conferences, Executive Meetings, Outsiders Events, etc.
- ✓ Provide Support for Live Audio Video streaming
- ✓ Provide Advance Support to faculty, Staff & Student for video management & virtual meeting applications included Zoom, MS Teams, Panopto, etc.
- ✓ Ensuring smooth functioning of all IT & AV equipment – Acting as a custodian for IT end-user assets.
- ✓ Will be responsible to ensure that timely support should be available for all general and specialized IT equipment including warranty claims, coordinate with support office of principal vendor or arrangement for repair, etc.
- ✓ Arrange and set up multimedia Projector, Laptops, Mics, Amplifiers & other Audio-Visual Devices for meetings and conferences where required
- ✓ Analyze and Gather basic information of issue reports on the Service desk and record them.
- ✓ Required to do Installation and maintenance of HU owns computers (laptop – Desktop - MAC)
- ✓ Managing and maintaining IT Inventory and record keeping of such activity
- ✓ Create a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress, and handling users with a consummately professional attitude.
- ✓ Work collaboratively with the IT team and perform other duties as assigned by line Manager/Supervisor

REQUIRED JOB SPECIFICATIONS	
Required Qualification	✓ Graduation – BS-IT / BCS / BE/ ✓ certification related to IT will be a value addition
Required Experience	✓ Minimum 3 years of IT system & infrastructure related experience

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S#	Competency	Criticality (High / Low / Medium)
1.	Communication and interpersonal skills	High
2.	Customer Services Skills	High
3.	Installation of Software's & Application	High
4.	Knowledge of different OS Microsoft Windows 10 – MAC OS Sierra - Linux – Ubuntu – Android – IOS etc.	High / Medium
5.	Knowledge and experience of managing and handling Audio – Visual devices – Multimedia – LCD – Speaker etc.	High / Medium
6.	Overall technology-related troubleshooting skills	High

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Verified By (For HR Only)   Line Manager (If Any)   Head of the Department