



## Job Description

Position Title	Senior Officer, IT Support
Department	Information Technology
Reporting To	Manager, End-User IT Support
Type of Position	Full Time

### **POSITION DESCRIPTION**

The IT help desk at library is the central point of contact for students and other users for any technical queries and issues pertaining to infrastructure and services provided by IT. The incumbent is responsible for providing first-line technical support for hardware, network, operating systems, Microsoft Office, general-purpose software and enterprise applications deployed at the help desk. The person also ensures that IT equipment in the library remains functional, updated and secure, all specialized events related IT support are handled effectively to maintain high levels of user satisfaction.

### **DUTIES AND RESPONSIBILITIES**

#### *1. End-User IT Support*

- Provide technical support for end-user devices including laptops, desktops, printers, telephones, and peripherals.
- Install, configure, and maintain operating systems (Windows/macOS/Linux) and general-purpose software applications.
- Support Microsoft Office Suite (Outlook, Excel, Word, PowerPoint, Teams, etc.) and troubleshoot common issues.
- Provide assistance with online classes and web conferencing platforms (e.g., Microsoft Teams, Zoom).
- Support users during campus events such as workshops, conferences, meetings, entrance tests, and campaigns.
- Perform basic network troubleshooting, support network devices, verify connectivity and cabling, coordinate with network teams, and escalate complex issues with proper documentation.
- Escalate complex technical issues to the appropriate technical level with proper documentation.
- Deliver excellent customer service by responding promptly and professionally to user queries, concerns, and service requests.
- Maintain a user-friendly support environment with clear communication and timely issue resolution.
- Assist other IT team members as needed.

#### *2. System and Hardware Health*

- Monitor and maintain the health and performance of library IT infrastructure and services.
- Perform routine checks to ensure systems are updated, secure, and running optimally.
- Recommend preventive measures and upgrades when necessary to reduce hardware failure or software issues.

#### *3. Installation & Configuration Services*

- Install and configure operating systems (Windows/macOS) and required software applications.
- Set up and deploy IT hardware, including desktops, laptops, printers, IP Phones and general-purpose equipment.
- Ensure proper installation of updates, patches, and drivers for system performance and security.
- Perform initial configuration of devices to meet institutional policies and user requirements.

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#### 4. Inventory & Asset Management

- Maintain accurate records of assigned IT inventory in the system.
- Track movement of IT assets and manage their lifecycle from procurement to retirement.
- Support physical audits and periodic inventory reviews.

#### 5. Service Desk Operations

- Log, update, and resolve incidents and service requests in the ticketing system.
- Act as the point of contact for service desk operations, coordinating with internal teams for ticket follow-up and timely closure.
- Analyze reported issues to identify trends and suggest improvements.
- Ensure timely resolution and follow-up to maximize user satisfaction.

#### 6. Printing and Scanning Services

- Ensure all printing and scanning devices are operational and accessible for faculty, staff, and students.
- Troubleshoot and resolve issues related to printers, scanners, and multifunction devices.
- Monitor print queues and manage user access and permissions where required.
- Coordinate with service teams (internal or external) to maintain optimal device functionality.

#### 7. General Duties

- Provide IT support for general-purpose applications used in daily operations.
- Perform other technical or administrative tasks as assigned by the line manager.
- Ensure compliance with institutional IT policies and procedures.

Work collaboratively with the IT team and perform other duties as assigned.

REQUIRED JOB SPECIFICATIONS	
Required Qualification	<ul style="list-style-type: none"> <li>□ Graduation – BS-IT / BCS / BE/ or Equivalent</li> <li>□ Certification related to IT will be value addition</li> </ul>
Required Experience	<ul style="list-style-type: none"> <li>□ Minimum 2 year of IT End user support experience in a large environment</li> </ul>

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 & Application	High
4.	Knowledge of different OS Microsoft Windows 10 – MAC OS Sierra - Linux – Ubuntu – Android – IOS etc	Medium / High
5.	Knowledge and experience of managing and handling Audio – Visual devices – Multimedia – LCD – Speaker etc.	Medium
6.	Over all technology related trouble shooting skills	High

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