



Job Description

Position Title	IT Officer
Department	Dhanani School of Science & Engineering
Reporting To	Associate Dean for Undergraduate Education & Professor of Computer Science
Type of Position	Permanent

POSITION DESCRIPTION

The IT Support & Lab Administrator is responsible for delivering comprehensive Level 1 and Level 2 technical support across desktop hardware, software, operating systems, and collaboration tools. This role oversees the installation, configuration, maintenance, and system health of IT infrastructure across 18+ computer laboratories. The administrator ensures network connectivity, user access rights, system security compliance, and high operational uptime while maintaining clear documentation and managing support tickets through to resolution.

DUTIES AND RESPONSIBILITIES

1. Technical Support (L1/L2):

Provide 1st and 2nd line technical support for desktop hardware, software, operating systems, and collaboration platforms.

2. Lab Management & Maintenance:

Install, configure, maintain, repair, and replace IT hardware, software, peripherals, and end-user devices across 18+ computer laboratories.

3. Operating System Administration:

Manage end-user devices running Windows and macOS environments, including OS deployment, software installation, and system troubleshooting.

4. Linux OS Support:

Provide basic troubleshooting, setup, and maintenance for Linux distributions (such as Ubuntu, Red Hat, and Fedora) where required in lab environments.

5. Network & Connectivity Troubleshooting:

Diagnose and resolve routine LAN, WAN, VPN, Wi-Fi, and internet connectivity issues. Should be aware of basic networking technologies.

6. User & Access Management:

Support Active Directory user management, software licensing compliance, and access rights management.

7. Policy & Systems Compliance:

Assist with network policy coordination, system health checks, and proactive monitoring to maintain high system availability and uptime.

8. Incident & Ticket Management:

Own and prioritize support tickets, escalating and coordinating with network, infrastructure, security, and vendor teams through to complete resolution.

9. Documentation & Knowledge Sharing:

Develop technical documentation, standard operating procedures, and troubleshooting guides to support lab operations.

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Bachelor's degree in Computer Science, Information Technology, Computer Engineering, or a related field.
Required Experience	✓ Minimum 3–5 years of hands-on experience in IT support and system administration. ✓ Core proficiency in Level 1 (L1) and Level 2 (L2) technical support across hardware, software, and end-user devices.

	✓ Strong knowledge of Windows environments and macOS administration (hardware support, software deployment, and OS configurations). ✓ Good working knowledge of Linux operating systems (e.g., Ubuntu, Red Hat, Fedora) is a strong plus. ✓ Sound understanding of network fundamentals, LAN/WAN troubleshooting, and basic active directory/policy administration.
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