

## We're looking for:

<b>Position Title</b>	Specialist – IT Support
<b>Department</b>	Digital Innovation & Transformation Department
<b>Job Code</b>	HR I15

### Job Description

To provide first level of support to faculty, staff and students at Sorbonne University Abu Dhabi (SUAD) and handle routine Help Desk calls to ensure timely resolution as per Management's Service Level Agreement. Ensure the development, installation and management of classroom technologies and e-learning programs in order to meet SUAD's objective of offering the latest in digital learning support.

### Profile (Minimum Qualifications, Minimum Experience, Job Specific Skills)

#### Minimum Qualifications:

- Bachelor's degree in Information Technology or a related subject

#### Minimum Experience:

- 3-5 years of Technical Helpdesk/Field Service/Classroom Technology/Instructional Design experience supporting end-user computers in a networked environment in the Higher Education sector

#### Job-Specific Skills:

- Knowledge of Helpdesk procedures
- Knowledge of ITIL
- Good understanding of desktop and network applications and systems (MS-Office, Email, Internet technologies, Oracle e-Business Suite, etc.) and computing and telecommunication equipment and concepts.
- Knowledge on monitoring critical infrastructure systems through industry standard monitoring tools and systems
- Develop, execute and follow IT operational policies, standards and work instructions for customer support
- Knowledge of classroom and e-learning technology (including data projectors, control panels, Blackboard LCMS etc.).
- Working knowledge and the ability to maintain Crestron, and/or Extron Controls
- Writing, editing and proofreading skills
- Logical and systematic problem solving ability
- Customer service skills
- Customer relationship management applications
- Communication skills
- Maintain confidentiality of information

## We're looking for:

- Languages : English, Arabic and preferably French

### Grade

6

### Package Details

- Monthly salary range (AED 18216 - AED 25500)
- Benefits

### How to apply

<http://www.sorbonne.ae/vacancies/>

### Application to be sent by

18/07/2019