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| **1. JOB DETAILS:** |
| **Position Title:** | **Senior IT Support Specialist** |
| **Reports to:** | **Project Lead ZMU** |
| **Department** | **Information Technology Department** |
| **Location:** | **Abu Dhabi, UAE - Zayed Military University (ZMU) Campus**  |
| **Grade:** | **5** |
| **Prepared / Revised on:** | **May, 2025** |

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| **2. JOB PURPOSE / ROLE:** |
| To provide first-line technical support to users through the IT Helpdesk, resolving issues related to desktop hardware, software, networking, and commonly used applications such as email, web browsers, and office productivity tools. Additionally, support the university’s computer labs by ensuring the proper setup of software applications, routine maintenance, and the continued functionality of lab devices. |

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| **3. JOB DIMENSIONS** |
| **Number of Staff Supervised:** | **Direct Reports:** | **0** |
| **Total:** | **0** |

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| **4. KEY ACCOUNTABILITIES:** |
| **Key Priority** | **Key Activities** |
| * Technical Support
 | * Provide first-level technical support through various channels, including in-person, phone, email, and remote assistance to faculty, staff, and students.
* Assist students in operating lab software as instructed by faculty.
* Assist students and Faculty in operating academic systems (Banner, Blackboard, and exam engine).
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| * Hardware, Software & Network Operations
 | * Diagnose and resolve hardware and software issues for desktops, laptops, printers, and other peripherals.
* Install, configure, and maintain operating systems, software applications, and updates.
* Set up and troubleshoot network connectivity, including LAN, Wi-Fi, and VPN.
* Assist in the setup and configuration of mobile devices, such as smartphones and tablets.
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| * User Access & Asset Management
 | * Monitor and maintain IT inventory, including hardware and software licenses.
* Assist with the onboarding and offboarding processes for employees, ensuring smooth access to IT resources.
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| * Training & Documentation
 | * Maintain and update documentation related to IT procedures, service catalogue, configurations, and troubleshooting steps.
* Stay up to date with the latest technology trends, tools, and best practices in IT support.
* Educate users on basic IT procedures and best practices to enhance their efficiency and productivity.
* Conduct periodic training sessions and workshops for employees to enhance their IT skills.
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| * Security & Compliance
 | * Implement and enforce security measures and protocols to safeguard data and systems.
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| * Coordination and Projects Support
 | * Collaborate with team members to escalate complex technical issues and ensure timely resolution.
* Participate in IT projects and initiatives as assigned by the supervisor.
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| * Policies & Procedures
 | * Follow department policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
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| * Related Assignment
 | * Provides support to the IT department by performing other related duties or assignments in the absence of team members or as directed by the Line Manager.
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| **5. QUALIFICATIONS, EXPERIENCE, & 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 of computer and network systems troubleshooting
	+ 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
	+ English is mandatory. Arabic an added advantage

**Note: This position is based at the Zayed Military University (ZMU) campus. Candidates should be willing and able to work on-site.** |