



جامعة الأمير محمد بن فهد الأهلية

PRINCE MOHAMMAD BIN FAHD UNIVERSITY

End User System Technical Support Engineer

JOB DESCRIPTION

A - Position Purpose:

END-USER Technical Support.

Reports to: Director of Academic Computing

B - Duties and responsibilities:

Level 1 support including but not limited to;

- Perform desk-side support service per Client's pre-defined/location specific service process
- Manage workflow and service request through Client's call ticketing system
- Imaging/Re-Imaging end user desktop and laptop machines
- Software installation, configuration, and troubleshooting for end users
- Hardware and Software upgrades
- Performance of IT support duties as defined by the appropriate PMU team lead
- Network printer installation/configuration
- General Desktop Support/Project Coordination/Move activities
- High level of customer focus and strong customer support commitment.
- Support and assist colleagues; commit to and be accountable for overall group success.
- Work with other support groups and vendors to provide seamless support to customers.
- Monitor, analyze and address reliability and performance issues.

- Analyze problems, develop creative solutions and assess risks/benefits.
- Develop strategies for resolving them and preventing future occurrences.
- Work with 2nd level support group to assist with application design/development/upgrade testing and implementation.
- Assess and address compliance with applicable IP Policies, Standards and Technical controls.
- Continually keep abreast of and understand Client's IP policies, standards and technical controls and compliance process. Advocate and promote IP awareness and compliance.
- Document supported system and application procedures and processes.
- Staffing the help desk as needed.
- Keep abreast of technology changes and Client's operating environment changes to assess potential impact to supported systems and applications and to proactively look for opportunities to improve service and/or reduce costs
- Participate in Change Management Process (scheduled outages).
- Occasional after-hours and weekend support is required.
- Participate in project work as assigned.

C – Skill and Experience Requirements:

- 2+ years IT Work experience
- Demonstrated expertise in configuring, installing and troubleshooting PC systems, Microsoft XP and Vista, MS office applications, network configuration, and memory management.
- Working knowledge of remote access: Remote Desktop and Virtual Private Network
- Must be customer focused and have effective productivity/work output
- Must be a team player and able to work with minimal supervision
- Bachelor's Degree in Management Information Systems, Information Technology, Computer Information Systems or Computer Science
- Experience using administrative tools and working knowledge of MS Active Directory, Exchange 2003, DNS, DHCP, TCP/IP
- Experience working in a wireless network environment
- Working knowledge of troubleshooting ticketing systems such as Remedy.

Principal Internal Working Relationships: Students, faculty and staff.

External Working Relationships: Vendors.