

VACANCY NOTICE

POSITION	SENIOR IT OFFICER
LOCATION	Johor
INDUSTRY	Education
TYPE	Full Time

JOB SUMMARY

To work as an effective and efficient member of the ICT & Facilities team, supporting the team to reach its objectives, as well as undertaking own specific areas of own responsibility. To carry out routine IT and AV services and technical processes, in order to support the student population, academic and professional services staff, and visitors to the University. In carrying out the responsibilities, adhere to the University Business Rules on Customer Focus:

1. Set-up IT equipment as necessary for both new and existing staff members. In addition, troubleshoot IT problems encountered by staff members.
2. Provide support for AV systems including setting-up conference calls and AV system as necessary. In addition, carry out testing ensuring that results are kept up-to-date and accurate in the database.
3. Provide support on matters related to Access and SQL database, maintenance of Windows operating systems including Windows server, bulk email lists, managed printing systems, service desk (both 1st and 2nd line), physical networking and DCHP, PBX and digital card access, Extron AV control systems, digital signage and AV switching.
4. Provide IT and AV support to relevant teaching, learning, research and campus activities including open days and induction programmes (for students and staff).
5. Ensure stock of goods (e.g. printer cartridges and printer paper) and IT and AV equipment inventory are up-to-date. In addition, provide support to the line manager in procurement of IT and AV related goods following the University processes.
6. Carry out maintenance on IT and AV equipment under clear instruction ensuring that all equipment is in working order. Where maintenance requires external vendor, ensure a schedule is in place and implemented in a timely manner.
7. Ensure the work environment is kept clean and tidy, move equipment and goods as required, and adhere to all relevant health and safety procedures.

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8. Any other duties as allocated by the line manager following consultation with the post holder and communicate problems or difficulties to line manager in a timely manner.

JOB REQUIREMENTS

- Degree in IT or equivalent.
- At least 3 years of experience providing IT support.
- Good numeracy and literacy skills.
- Able to apply knowledge of established practice and procedures and display an awareness of customer needs.
- Knowledge of Access and SQL database; Active directory; Windows operating systems including Windows server; Office 365; Managed printing systems; Service desk, 1st, 2nd Line; Physical Networking and DHCP; PBX; Digital card access; CCTV; NAS; SCCM
- Able to carry out allocated, prescribed tasks to time and to the standard required.
- Able to solve problems by adhering to established practices and procedures.
- Able to use own judgment as to when to seek advice from a more senior colleague.
- Able to actively participate in the team.
- Able to maintain a positive outlook and show flexibility to new ideas and approaches, consistently achieving service standards.
- Able to provide and obtain information and assistance.
- Able to effectively communicate with colleagues and visitors providing information as required.
- Willingness to undertake Health and Safety training specific to the role.
- Ability to work flexibly to support a variety of areas within this role.
- Ability to work outside office hours as and when required.
- Ability to adapt to the changing needs of the institution as it goes through an expansion.
- Must have own transport.