

JOB DESCRIPTION

TECHNICAL SUPPORT COORDINATOR

JOB DETAILS			
Position Title:	Technical Support Coordinator	Grade	
Department/Division:	Information Technology		
Reports to:	Director of IT		
Supervises:	None		
Last Updated on:	February 6, 2024		

Job Purpose

The Technical Support Specialist is responsible for delivering technical assistance to users through researching and addressing inquiries, troubleshooting issues, and ensuring the optimal performance of IT Systems including ELV Systems and local area networks (LANs). This role reports directly to the Director of Information Technology.

General Duties and Responsibilities:

Responsibilities include, but are not limited to:

- Take ownership of reported customer issues and ensure resolution from start to finish.
- Identify and address client queries by investigating problems, guiding clients through corrective steps, and providing solutions.
- Run updates and backups for ELV Systems, ensuring proper functionality of all systems. Report any issues to the IT Team and system partners, and follow up until the problems are resolved
- Maintain detailed logs and records of customer/employee inquiries, submitting regular reports to IT Management.
- Analyze call logs to identify trends and underlying issues for proactive problem-solving.
- Assist employees/students in troubleshooting software-related issues, offering practical tips for problem resolution.
- Adhere to standard procedures for escalating unresolved issues to the appropriate internal teams.
- Contribute to the development of client training programs by pinpointing learning issues and suggesting instructional language.
- Research, diagnose, and troubleshoot system issues, proposing effective solutions.
- Fulfill any other related tasks as requested or needed.

Job Qualifications:

- Bachelor degree in computer or equivalent / related technical fields- Electrical / Electronics
- Strong technical knowledge of computers operating systems; specially Windows OS and MAC
- PC and Servers Proficiency besides good knowledge of system administration and LAN
- Excellent customer service and problem-solving skills
- Advanced communication and help desk / phone skills
- Ability to deal with various situations and difficult clients.
- Flexible, able to work in a fast-paced, high-energy environment
- Excellent communication skills
- Result oriented with focus on productivity (Quality and quantity of work)
- knowledge in ELV Systems, CCTV, Access Control Systems, Gate Barriers are Preferred
- Experience of 1-2 years in similar / related roles is preferred
- CompTIA A+, Security+, CCNA and Microsoft certifications are preferred

Application Process:

Please email your application to careersdubai@rit.edu. Please submit the following items as part of your application:

- Subject line must include the source, your name and position you are applying for; e.g.: RIT Website –Name – Technical Support Coordinator
- Resume or curriculum vitae
- Contact information
- A cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements, and how these address the required and preferred qualifications for the position.
- Names, addresses and phone numbers of three references

Applications review will begin immediately and continue until a candidate is selected. Only shortlisted candidates will be contacted.

For more information, please visit RIT Dubai website at www.rit.edu/dubai