FULL TIME STAFF POSITION – TECHNICAL SUPPORT SPECIALIST

RIT DUBAI
POSITION DESCRIPTION

ABOUT RIT DUBAI
RIT Dubai, a not-for-profit university affiliated with Rochester Institute of Technology in Rochester, NY, USA and located in Dubai, United Arab Emirates (UAE), is accredited by the UAE Ministry of Higher Education and Scientific Research and is licensed in Dubai by the Knowledge and Human Development Authority (KHDA). Individual degree programs may also have professional accreditations, such as the Association to Advance Collegiate Schools of Business (AACSB) for our business programs. RIT Dubai was established in 2008 to provide world-class educational programs in the UAE for students and professionals from across the globe. The vision of RIT Dubai is to be the premier provider of career-focused, technologically advanced education in the Middle East. RIT Dubai students are part of a new and exciting learning environment, one that is dedicated to the development of students’ competencies in engineering, business, information technology, service leadership, innovation, and entrepreneurship.

Summary
The Technical Support Specialist will provide technical support to users by researching and answering questions; troubleshooting problems; maintaining Computers and LAN performance and will report to the Director of Information Technology.

General Duties and Responsibilities:
Responsibilities include, but are not limited to:

- Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps.
- Logs and record-keeping of customer/employee queries, and submits related reports to IT Management regularly
- Analyzes call logs in order to spot common trends and underlying problems
- Assists employees / students troubleshoot issues they encounter while using the software and provide actionable tips to resolve problems
- Refers difficult cases to the senior IT personnel to seek solutions and closure
- Participates in development of client training programs by identifying learning issues and recommending instructional language.
- Avoids legal challenges by monitoring compliance with service agreements.
- Improves system performance by identifying problems and recommending changes.
- Performs any other related tasks as per request / need.
Job Requirements:

- Bachelor degree in computer or equivalent / related fields
- Strong technical knowledge of computers operating systems; specially Windows OS
- PC Proficiency besides solid 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
- Fluent professional English Language, Arabic language is preferred
- Result oriented with focus on productivity (Quality and quantity of work)
- Experience of 1-2 years in similar / related roles is preferred
- Knowledge in MAC is a Plus
- CompTIA A+, Security+, CCNA and MCP certifications are preferred

Application Procedure
Please email your resume & cover letter to careersdubai@rit.edu. Subject line must include your name and position you are applying for; i.e.: <Your Name> - Technical Support

Applications review will begin immediately and continue until a candidate is found. Only shortlisted candidates will be contacted. For more information please visit RIT Dubai website at www.dubai.rit.edu.