

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:	SEP 1, 2022		

Job Purpose

The Technical Support Coordinator 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:

- Takes ownership of customer issues reported and seeing problems through to resolution
- Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps
- Logs and keeps records 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
- Follows standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Participates in development of client training programs by identifying learning issues and recommending instructional language.
- Researches, diagnoses, troubleshoots and identifies solutions to resolve system issues
- Performs any other related tasks as per request / need.

Job Qualifications:

- Bachelor degree in computer or equivalent / related fields
- Strong technical knowledge of computers operating systems; specially Windows OS and MAC

- PC and Servers 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
- Excellent communication skills
- Result oriented with focus on productivity (Quality and quantity of work)
- Experience of 1-2 years in similar / related roles is preferred
- Knowledge in LINUX, Web Technology and Database is a Plus
- CompTIA A+, Security+, CCNA and MCP 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