ANNEXURE A

JOB DESCRIPTION

Job Title: IT Support Assistant
Campus: Mauritius
Period: Permanent
Reporting to: Associate Director Operations

Overall Purpose:

The Middlesex University campus in UniCiti, Flic en Flac has an advanced IT infrastructure and AV facilities. This role involves working within the IT and AV Services Team to keep all IT and AV systems functional and fully operational for the Mauritius Campus.

Principal Duties

The IT Support Assistant will provide end-user support, routine maintenance, and infrastructure support for the campus.

The postholder will be responsible for ensuring the smooth running of computers, laptops, multifunctional printers, and audio-visual systems. Tasks vary depending on the size and structure of the organization, but may include:

- To prioritize and provide end-user support, serving as first point of in resolving technical issues and providing technical assistance, either in person or remotely (over the phone, email and/or helpdesk);
- To assist in the configuration, maintenance and repairs of all desktops and laptops, ensuring they are in working condition for end users;
- To troubleshoot, mitigate/correct, monitor and report issues on different IT and AV systems such as printers, wireless/network connections, Audio-Visual, telephony solutions and software applications;
- To support the roll-out of new hardware and applications.
- To assist in conducting workshops on the use of new or existing technologies for students as and when required;
- To respond to queries within agreed time limits as per Service Level Agreement;
- To maintain a good working relationship with staff and students;
- Demonstrate new technology to staffs/students as and when required;
- Other tasks that may be required by the Campus Director or Associate Director Operations with particular reference to major events such as examination invigilation and graduation ceremonies, when all administrative staff are expected to participate.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties/location of this post and the role of the post holder may be changed after consultation.

PERSON SPECIFICATION

Job Title: IT Support Assistant

Campus: Mauritius

SELECTION CRITERIA:

Skills

Essential:

- Must have good organizational skills, problem solving skills and prioritise work demands to meet deadline.
- Ability to work with minimum of supervision and to work proactively
- Ability to multi-task and work well within a team
- A good command of written and spoken English,
- Be calm and effective in dealing with staff and students
- Keen to learn new technologies

Experience

Essential:

- Experience working in an IT support environment

Desirable:

- Proven experience in a higher educational environment

Knowledge

Essential:

- Good knowledge of Windows OS
- Sound experience in troubleshooting IT and Network related issues
- Sound experience working with Telephony and Audio-Visual equipment

Desirable:

- Proven knowledge in networking, telephony, and audio-visual

Education / Qualifications

Essential:

- An undergraduate degree in an IT or Computer Science related fields

Middlesex University is working towards equality of opportunity.