

## IT Help Desk Support

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Company: American International University, Kuwait

Location: Kuwait

Category: computer-and-mathematical

IT Help Desk Support

American International University -

Classification:Professional/Technical

Reports to:Director of IT

Job description

Assists faculty and staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. He also assists in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent analyses, communication, and problem-solving. Work is performed with little supervision and requires initiative and judgment.

Key Responsibilities:

Desktop Support calls - PC's and Peripherals

Domain Access and E-mail registration

Administering Active Directory

PC system installation, setup and configuration

Network maintenance and troubleshooting

Grade Quick support and training

Edline support and training

Administrator's plus support

IT-Network Maps (including university maps)

Laptop-Projector setup for Presentations

Testing of new application updates

IT orientation of new Staff

#### Key Application Responsibilities:

Share Point Server

IT Helpdesk System

TAMS - Time Attendance System

Interactive Board Application

Windows Update Server.

Follett Destiny Library Manager Program

ID Card Management Application

Nortel BCM Telephone Exchange Application.

Cafe Terminal

Textbook Distribution Server

SMS Manager

Symantec Backup Application

NO32 Anti-virus Application

Bell System

## CCTV System

### Qualifications:

- 1 . BS degree in computer science or equivalent experience relevant to functional area
- 2 . Must have training certificate(s) related to IT Help Desk Support
- 3 . Must have 3 to 5 years of professional experience administering help desk

### About American International University:

AIU is a new institution of higher education in Kuwait with the first student cohort admitted in fall 2019. It is a private, co-educational institution offering undergraduate degrees based on the American model of higher education. Through its educational programs, the College serves the intellectual, cultural, and personal growth of all members of its community. AIU's offers degree programs in Engineering, Architecture, and Design, and Business Administration where the language of instruction is English.

For more information about AIU visit:

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