



University of Kurdistan Hewlêr
زانکۆی کوردستان ههولێر

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB SUMMARY

In this role, the post-holder will provide maintenance of the computer desktop environment by analysing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. The IT Help Desk Associate will be responsible for administration and internal support of the PCs, printers, projectors, network system, and related equipment. Tasks include providing technical assistance and support related to computer systems, network connectivities, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solutions.

JOB DETAILS

VACANCY TITLE:	IT Help Desk Associate
VACANCIES AVAILABLE:	One
DEPARTMENT:	IT Admin
JOB FAMILY:	Administration
TYPE OF CONTRACT:	Full-time
HOURS OF WORK:	40/Week (Normally 08:30 AM – 4:30 PM, Sunday – Thursday)
PLACE OF WORK:	University of Kurdistan Hewlêr
REPORTING TO:	Director of IT Admin
APPOINTMENT DURATION:	One Year
PROBATION:	Three Months
APPLICATION DEADLINE:	Application is open until the position is filled
JD VERSION (HR):	210218



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DUTIES AND RESPONSIBILITIES

The post-holder, in consultation with the line manager, will:

- Provide answers to clients by identifying problems; researching answers; guiding client through corrective steps.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with LAN, WAN.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.
- Direct unresolved issues to the next level of support personnel.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.
- Perform printer installation and troubleshooting hardware and software.
- Maintain inventory of all equipment, software and software licenses.
- Undertake any other reasonable duties commensurate with the nature of the post and as requested by the line manager.



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PERSON SPECIFICATIONS

The post-holder should have the following:

- Qualification: BA in IT, Computer Science or relevant field.
- Years of experience: 2
- Specialised certification and/or training: MTA, MCSA, MCSE.
- Language skills (reading, writing and speaking): Fluency in English.
- Computer skills: Proven experience as a Help Desk Technician or other customer support role.
- Specific technical skills: Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems, Familiarity with both PC and Mac Hardware and Software, Experience with Network Repairs and Analysis, Good Customer Service Skills, Ability to Communicate Effectively to help customers, fix their issues and feel satisfied with the experience, Writing and Editing Skills to aid in writing and updating manuals, Education in Computer Repairs and how to Troubleshoot Problems, and Specific Knowledge of other required Computer Systems for different work environments.
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.

HOW TO APPLY

- Interested applicants are requested to email their Application Form, CV, and Personal Statement to jobs@ukh.edu.krd by indicating the specific Vacancy Title and inserting the most recent passport size photo in the area provided on the application form.
- Only complete applications: Application Form (with the most recent photo), Personal Statement and CV will be considered.
- Size of the photo must be 45mm x 35mm with no less than 150 pixels for the quality.
- Any application that does not specify the vacancy applied for will not be considered.
- An Application Form is available at 'Vacancies' on the University website (<http://www.ukh.edu.krd>).
- Only short listed candidates will be contacted for an interview.