Job description
SECTION I: JOB PURPOSE

The Support Administrator serves as the primary contact for all incoming calls and email requests for technical support. The purpose of this role is to diagnose networking, hardware, and software problems for Staff, Faculty and Students and to provide general technical support to all end users in ADU during the course of day-to-day activities to ensure smooth operations within ADU. This position documents, tracks, and monitors problems and outages using Helpdesk management software, contributing vital knowledge-base data for statistical study and solutions development.

SECTION II: KEY RESPONSIBILITIES:
IT End User Support Services

- Receives support requests, diagnoses the problems and works on solutions to ensure smooth operations.
- Provides desktop support to classrooms, labs, and faculty and staff offices; installs photocopiers, printers,
- scanners, video conferencing tools and labs' equipment.
- Installs software, configures applications/licenses, and solves log in/ passwords issues.
- Provides basic network support, troubleshoots basic telephone, internet, and Wi-Fi issues.
- Creates emails accounts, creates active directories for new users, prepare access cards, assign telephone extensions, and disables accounts of separating users.
- Performs servers' backup to ensure students, faculty, and staff data are secured.
- Invigilates lab exams as requested by colleges; supports online exams.
- Basic Knowledge about AV operations and equipment's.
- Developing and maintaining software features and components using both traditional coding and low code/no code platforms.

Inventory
Inspects classrooms, labs, offices, review productions dates to do necessary replacements every 4 years. Reports any changes to the department's Asset Coordinator to update the inventory system accordingly.

SECTION III: KNOWLEDGE AND SKILLS

- Bachelor in Computer Engineering, Computer Science, or IT
- Professional Certificates like: MCSE, MCP, CCNA preferred
- 2 years in a position of IT support and/or application development
- Experience in education industry preferred
- English is a must; Arabic is preferred
- Flexible Timing, Problem-Solving Skills, and Customer Services Skills, Experience in Zero code/No code applications and platforms.

HOW TO APPLY
Bubmit your Cover Letter and CV wellwagon@outlook.com