

Senior IT Executive (End User Computing),  
Communications and Information Technology - 11 months  
contract  
Singapore Institute of Technology

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Posted Apr. 23, 2025, set to expire Aug. 23, 2025

**Job Title** Senior IT Executive (End User Computing),  
Communications and Information Technology - 11 months  
contract

**Department** Communications and Information Technology

**Institution** Singapore Institute of Technology  
Singapore, , Singapore

**Date Posted** Apr. 23, 2025

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Senior Executive Officer

**Academic Field(s)** Computing/Informational Services

**Job Website** <https://careers.singaporetech.edu.sg/cw/en/job/498905/senior-it-executive-end-user-computing-communications-and-information-technology-11-months-contract>

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**Job Description**

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The End User Computing (EUC) team is a function of the Communications and Information Technology (CIT) division. The team provides first level support to SIT staff and students for all CIT activities and full support to all EUC activities.

The incumbent will provide administrative and technical support to the Academic IT requirement which includes the maintenance of the Computer Labs and software. He/she will also be required to provide assistance in managing the IT helpdesk and on-site Engineers to deliver excellent technical/non-technical support with outstanding customer service, satisfaction, and timeliness. The incumbent will also need to manage SIT Telecommunications system.

**KeyResponsibilities:**

- To provide administrative and technical support for Windows, Mac, Android, IOS, and software.
- To be responsible and facilitate IT equipment, services, and software implementations.
- To develop and maintain comprehensive documentations, on operations, installation, deployment, training, and inventory checklists.
- To manage hardware inventory and software licensing allocations, including software media, hardware, IT accessories and supplies.
- To work with IT teams and other division staff to coordinate projects, manage capacity and optimize IT equipment performance, reliability, and efficiency.
- To oversee timely delivery of quality technical support service to staff and students.
- To communicate effectively with staff and students to assess support needs, assist in the identification of technology needs, and respond to customer service concerns.
- To develop and maintain procedures related to monitoring, tracking, and coordination of helpdesk and end user computing support activities.
- To provide assistance to SIT Staff with their EUC equipment as according to the SLA.
- To assist with the purchase (tender, ITQ, RFP, etc.) of software, hardware, accessories, and supplies.
- To undertake projects to implement CIT/EUC related projects.

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### **Requirements**

- Diploma Holder with 3 to 5 years working experience in the same capacity.
- Need to be proficient in Microsoft Windows 10 and MAC OS; the knowledge in Linux OS, iOS and Android mobile devices support will be an added advantage.
- Experience in maintenance of computers infrastructure including the installation and optimization of the operating systems and software.
- Experience in supervising technical support staff to assist in the maintenance of the computer's infrastructure is preferred.
- Need to be proactive and able to work independently and collaboratively with colleagues, end users, and with external vendors.
- Ability to work on multiple projects with multiple deliverables, with experience in project management, systems change management, outsourcing management, planning, and administrative skills.
- Good analytical, written, and verbal communications skills including the ability to effectively communicate technical information to non-technical users.
- Good customer-service skills required.

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**Advertised:** 23 Apr 2025 Singapore Standard Time

**Applications close:** 31 May 2025 Singapore Standard Time

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### **Contact**

Singapore

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