

Senior/IT Executive (End User Computing),
Communications and Information Technology - 1 Year
Contract
Singapore Institute of Technology

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Posted Sep. 12, 2023, set to expire Jul. 5, 2024

Job Title Senior/IT Executive (End User Computing), Communications
and Information Technology - 1 Year Contract

Department

Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Sep. 12, 2023

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/498507/seniorit-executive-end-user-computing-communications-and-information-technology-1-year-contract>

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Job Description

Senior/IT Executive (End User Computing), Communications and Information Technology - 1 Year Contract

Job no: 498507

Department: Communications and Information Technology

Contract type: Temporary

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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 and etc.) of software, hardware, accessories, and supplies.
- To undertake projects to implement CIT/EUC related projects.

Requirements

- Degree in Computer-related discipline or Diploma in Computer related discipline with minimum of 3 years working experience in the same capacity.

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- 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: 12 Sep 2023 Singapore Standard Time

Applications close: 31 Oct 2023 Singapore Standard Time

Contact Information

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

Contact

Singapore