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

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. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Computing/Informational Services
Job Website	https://careers.singaporetech.edu.sg/cw/en/job/498635/seniorit-executive-end-user-computing-communications-and-information-technology-11-months-contract
Apply By Email	
Job Description	

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

Job no: 498635
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, etc.) of software, hardware, accessories, and supplies.
- To undertake projects to implement CIT/EUC related projects.

Requirements

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

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Direct Link: https://www.AcademicKeys.com/r?job=234301

- 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: 06 Apr 2024 Singapore Standard Time
Applications close: 31 May 2024 Singapore Standard Time

Contact Information

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

Contact

Singapore