



## IT Support Assistant

- **Vacancy for:** 3
- **Posted on:** May 13, 2018
- **Deadline:** May 31, 2018, 11:55 p.m.

### Basic Job Information

Job Category	: IT & Telecommunication > Administrative support, Customer Support, Desktop Support, IT System Management, Computer operator
Job Level	: Mid Level
Employment Type	: Full Time
Job Location	: Bhaktapur and Biratnagar
Offered Salary	: Negotiable

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### Job Specification

Education Level	: Under Graduate (Bachelor)
Experience Required	: More than 2 years
Professional Skill Required	: Computer Hardware/Software, Troubleshooting & Maintenance, Technical

### Other Specification

#### Formal Education & Certification

- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience

#### Knowledge & Experience

- Excellent technical knowledge of network and PC hardware, including Microsoft platform
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience with PC's
- Working technical knowledge of current network protocols, operating systems, and standards
- Ability to operate tools, components, and peripheral accessories
- Able to read and understand technical manuals, procedural documentation, and OEM guide
- Ability to conduct research into PC issues and products as required
- Working knowledge of social media, design and web-based marketing

#### Personal Attributes

- Effective interpersonal skills and relationship-building skills
- Strong written and oral communication skills
- Ability to present ideas in user-friendly language
- Understanding of the organization's goals and objectives.
- Self-motivated and directed
- Keen attention to detail
- Analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Ability to work in a team-oriented, collaborative environment
- Strong customer-service orientation

#### Work Conditions

- Frequent site visits
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.

- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals
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## **Job Description**

### **Strategy & Planning**

- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
- Accurately document instances of hardware failure, repair, installation, and removal
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs
- Support development and implementation of new computer projects and new hardware installations
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations
- Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables and respond to crises in accordance with business continuity and disaster recovery plans

### **Acquisition & Deployment**

- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase
- Write technical specifications for purchase of PCs and related products
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs

### **Operational Management**

- Work with end users to identify and deliver required PC service levels
- Liaise with, and provide training and support to, end users and staff on computer operation and other issues
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end-user workstation software and networking software products
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed
- Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment
- Monitor and test PC performance and provide PC performance statistics and reports
- Construct, install, and test customized configurations based on various platforms and operating systems
- If necessary, liaise with third-party support and PC equipment vendors
- Provide guidance to junior members of the team if required

**Salary & benefits:** Will be offered as per the candidates' experience and qualification. Salary is not a bar for deserving candidates.

***Only shortlisted candidates will be called for the further selection processes. Suitable candidates are highly encouraged to apply.***

### **TO APPLY:**

Interested Candidates are requested to email us your detailed CV with Cover letter to [info@shikharorganization.com](mailto:info@shikharorganization.com)

**OR,**

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### **Applying Procedure**

Apply Link : <https://merojob.com/it-support-assistant-2/>

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