



## **IT Helpdesk Technician (part-time/60%) (Ref. Code 2019-026)**

### **Position Summary:**

IT Helpdesk Technician

### **Responsibilities:**

- Assist staff and students with first-level technical support, both in the tech support center,
- Provision of first-level support for
  - end-user hardware: laptop and tablet devices,
  - software and web tools,
  - network connectivity, and
  - AV and interactive display technologies
- Control direction of unresolved tech support issues to second-level support and provide adequate feedback
- Basic printer maintenance (e.g. paper-jams; cartridge replacement)
- Administration of equipment loans to staff and student
- Provide assistance in implementation and administration of an online helpdesk ticketing system for support issues
- Monitor and provide timely feedback to requests received through the IT helpdesk
- Assist in building an effective self-help knowledge base for tech support issues
  - through remote device access and in classrooms, offices and
  - other rooms with technical facilities, e.g. auditorium
- Procurement of basic IT equipment and consumables
- Assisting the IT Support Team in inventory management

### **Qualifications:**

Ideally, applicants should possess either completed vocational training in the field of IT and/or experience in IT maintenance and support. Good working knowledge of both Apple and Windows Operating systems is a must. Knowledge of the Google Admin Console is a plus. Excellent communication and interpersonal skills in English are essential.

### **Terms of Employment:**

- Starting date is 18 February 2019 or later
- The position is initially limited until 31 January 2021
- The position is a part-time position (60%/22,5 hours per week)
- Non-Teacher Scale S2

Interested applicants should send a letter of interest with a current CV indicating the above-mentioned position including reference code to [career@ishamburg.org](mailto:career@ishamburg.org).

Hamburg, 6 February 2019