

NILE UNIVERSITY

NU is the first research, Non Profit “Ahleya” university in Egypt .
It was inaugurated in 2007 as a world-class, internationally
recognized education and research University.

Nile University is seeking to hire: **IT Support Specialist**

The Successful candidate will:

- Communicate with the HR to gather the different IT requirements for the new hires, confirm with the other concerned IT divisions and ensure their readiness on time.
- Manage and support the employee’s attendance system.
- Install, configure and log the different devices and applications for different users.
- Setup, monitor and support the OS, drivers, applications etc. for the PCs of different users, labs and classrooms.
- Setup, manage and support different printing and scanning facilities for users.
- Train users and provide manuals for the provided IT services.
- Provide technical support for different users, labs and classrooms in all offered IT services that include but not limited to OS, drivers, applications and hardware either in person, over phone, by mail or through a ticketing system.
- Troubleshoot and analyze different users’ issues, besides searching for and applying appropriate solutions.
- Maintain daily performance of clients’ IT services.
- Respond to the different requests for the internal IT divisions concerning the data centers and communication rooms.
- Responsible of laying out network cables either from the communication rooms to the wall outlets, or from the wall outlets to the attached devices.
- Respond to the “change of location” requests.
- Handle the IT software and hardware inventory.
- Handle the clearance process for different users and informing the other concerned IT divisions to take necessary actions.
- Communicate with different internal users and external.
- Provide different and regular reports for the higher management.

Requirements:

- Degree in computer science or a related field, or significant equivalent experience.
- 5+ years of experience in relevant field in well-known and large-scale organizations that support at least 1,500 users.
- Expert in setting up and supporting Windows 7 and 10 operating systems, drivers and updates.
- Expert in setting up and supporting clients’ applications including but not limited to different packages of MS Office, Adobe, Endpoint security applications, browsers etc.
- Expert in setting up and supporting hardware devices for clients, remote assistance applications, cloning applications for PCs, network basics, laying out and connecting network cables, managing different printers, scanners and multifunction machines,
- High internet searching capabilities, problem diagnosis and creative problem-solving skills.
- Strong interpersonal and communications skills & Good command of English.
- Capable of writing proposals or reports, documenting procedures, acting as a vendor liaison, making presentations to client audiences or professional peers, and working closely with upper management.
- Proactive with strong self-management skills to juggle multiple tasks and priorities within the constraints of timelines and budgets.

To Apply:

Applicants must submit their CV to careers@nu.edu.eg , and mention the title of the job in the subject of their email.

For More information
www.nu.edu.eg/careers