

IT Support Officer

The IT Support Officer is responsible for the smooth day-to-day operation of the IT Department. Under the supervision of the Head of the Department, he/she will provide technical support and advise to Computer users.

Duties & Responsibilities

- installing and configuring computer hardware operating systems and applications
- monitoring and maintaining computer systems and networks
- guiding staff or users through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- troubleshooting system and network problems
- investigating, diagnosing and solving computer software and hardware faults
- repairing equipment and replacing parts
- providing support, including procedural documentation and relevant reports
- supporting the roll-out of new applications
- setting up new users' accounts and profiles and dealing with password issues
- responding within agreed time limits to call-outs
- working continuously on a task until completion (or referral to third parties, if appropriate)
- prioritizing and managing many open cases at one time
- managing stocks of equipment, consumables and other supplies
- testing and evaluating new technology

Key Skills

- Technical skills
- Organisational skills
- Interpersonal skills
- Communication skills
- Ability to work under pressure and meet strict deadlines
- Ability to implement, review and coordinate efficient administrative procedures
- Willingness to devote time necessary to accomplish tasks
- Enthusiasm to be continually learning

Qualifications Required***Essential Criteria***

- University degree in a related field.
- Excellent knowledge of Greek and English.
- Excellent administrative and organisational skills.

Desirable Criteria

- A master's degree in a related field.
 - Previous professional experience in a relevant post.
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How to apply

If you consider that you meet the selection criteria, please send your application at hrd@nup.ac.cy. Applications must consist of the following:

- Application form ([download here](#))
- A curriculum Vitae
- A covering letter

All applications must be received by the closing date, 11/03/2016.