

Center for Career Planning & Placement (CCPP)
Graduate Placement Services (GPS)

JOB VACANCY FORM[©]

IMPORTANT: The information presented in this document can be shared only internally at UAE University!

Job Reference No.: JV331

Company Name: **United Arab Emirates University**



جامعة الإمارات العربية المتحدة
United Arab Emirates University

Company Type: Government

Job Position/Title:	Helpdesk Operator	Academic Major:	CIT All Majors
Salary Range:	AED 7,000.00 – AED 15,000.00	Years of Experience:	Fresh Graduate
Job Location:	Al-Ain	Job Type:	Full Time
Nationality:	UAE Nationals Only	Gender:	Male
Job Description:	- The position will require the individual to answer technical questions and accurately record a detailed description of the problem at hand. The Helpdesk Operator will also be responsible for tracking the incident from creation until completion to ensure that the incident has been resolved correctly. In the case that the Help Desk Operator is not able to provide a solution to the problem, she/he will be required to escalate it to the proper group or organization. Help Desk Analyst is responsible for Customer Satisfaction through the effective handling of incidents. This opportunity gives an opportunity to work in a dynamic environment coupled with training and substantial growth potential. The environment is a 24X7 challenging environment with many opportunities to support the customer. - The Help Desk Operator will provide telephone support for the University functions such as Information system in a volatile education and research environment. - Receiving, classifying, registering, monitoring, prioritizing, escalating and following up as a first point of contact on requests for technical assistance from users. - Provide users with first-level support and advice on standard requests Solving minor technical hardware and software issues Assisting to the preparation, deployment, maintenance and change of hardware and software in accordance with existing procedures. - Assisting in the creation and management of user accounts and access permissions in accordance with existing procedures. Monitoring availability of services and following up on events reported by the monitoring system. - In depth customer management to increases customer satisfaction. - Assist with desktop operating systems, Email, MS Office, many different purpose hardware, and Remote Access. - Assess and solve difficult remote site issues over the telephone. - Provide quick and accurate answers to the user community in regards to system, escalation and correct documentation related problems/requests. - Rely on experience and judgment to plan and accomplish goals. - Act as a liaison between customers and technical teams. - Perform a variety of complicated tasks. - Work on shift basis within helpdesk working hour (7:30 Am – 8:00 Pm) and able to work for extended hours if required - Other duties as assigned.		

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Minimum Qualifications:	• Bachelor degree in IT • 1+ years of experience providing telephone and remote technical support • At least 1 year of experience using incident tracking software such as Remedy, Track-IT, HEAT, etc. • At least 1 year of experience in a high call volume environment (30+ calls per day at the minimum) • At least 6 months of experience handling concurrent or multiple tasks efficiently • Good balance between customer service, technical skills, positive attitude and willingness to learn. • The ability to exercise appropriate judgment when assessing the needs of the client • Ability to determine the resolution best suited for each situation • Experience with Microsoft Operating Systems and Productivity tools • Basic understanding of customer Access, Applications, Customer Service, Desktop, network. • Ability and willingness to work in a demanding organization • Applications such as Remedy is a plus • Knowledge of the ITIL methodology • Typing skills of 50-60 WPM (preferred) • Aggressive learner, soft personal attitude, service organization intellectual capability and team/collaborative mentality are none negotiable requirements. • Strong analytical ability to resolve complex issues in addition to effective communication. • Ability to work both independently (with minimal supervision) as well as part of a team environment. • Ability to follow direction and meet deadlines as required. • Ability in meeting end user requirements and in providing high quality customer service. • Ability to prioritize and organize your own schedule. • Strong oral and written communication skills in English and Arabic
No. of Positions Required:	1
Job Close Date:	Open until filled

To Apply, UAEU Graduates/Alumni should send their CVs to:

Cio.office@uaeu.ac.ae

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