

Center for Career Placement & Alumni
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.: JV426

Company Name: Al Jaber Group



Company Type: Private

Job Position/Title:	IT Help Desk Operator	Academic Major:	Information Technology
Salary Range:	10,000 – 15,000 AED	Years of Experience:	0-3 Years of experience
Job Location:	Abu Dhabi	Job Type:	Full Time
Nationality:	UAE National	Gender:	Both
Job Description:	- Provides first (and in some cases second) level IT / Desktop support services to the organization. - Receives and logs staff requests for assistance with IT / IS Services. - Prioritizes IT related service requests and allocates the same to the appropriate IT staff. - Follows up on services requests and ensures completion of IT / IS services provision process cycle. - Conducts follow-up sessions with business users of IT / IS services to ensure business satisfaction in the services provided. - Creates weekly and monthly reports on support issues, IT support staff performance, service efficiencies and other chosen IT/IS service performance metrics. - Assists all employees' to resolve hardware or software problems. - Resets user accounts and rules as required. - Escalates difficult technical problems (which he / she can't solve) to be solved by the second support level.		
Minimum Qualifications:	- Bachelor's Degree - Basic hardware support skills - Microsoft exchange - Microsoft Outlook – windows operating systems		
No. of Positions Required:	1		
Job Close Date:	31/12/2013		

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

JN@uaeu.ac.ae

Please mention **"Job Reference No.: JV426"** in your email title. Only doc/PDF/Zip files are acceptable.

