

Center for Career Placement & Alumni
Graduate Placement Services (GPS)

JOB VACANCY FORM®

Job Reference No.: JV768

Company Name: Hamdan Bin Mohammed Smart University

Company Type: Government



جامعة حمدان بن محمد الذكية
Hamdan Bin Mohammed Smart University

Job Position/Title:	IT Support Engineer	Academic Major:	All CIT Majors
Salary Range:	17,000 – 21,000 AED	Years of Experience:	Fresh Graduate or 2 years of experience
Job Location:	Dubai	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	• Provide first-level technical support to learners, staff and faculty. This includes the technical support to faculty located outside the university (inside and outside the country) using appropriate remote and communication tools. • Provide technical support for various external/Internal events that HBMSU may organize. • Provide technical support for physical / virtual class rooms. • Install and initiating personal computer systems to various systems in the organization. • Log and follow up on submitted incidents and their detailed diagnosis on the helpdesk system • Monitor and maintain the audio / video systems. • Maintain the hardware / software inventory. • Provide periodical analytic reports about reported incidents. • Document troubleshooting and problem resolution steps. • Participate in provide training to clients as required.		
Minimum Qualifications:	• Bachelor Degree in Computer Engineering, Computer Science, IT or a related Field from an accredited University. • Entry level Certifications in IT – Preferably in areas of support or Trouble Shooting. • Excellent communication skills, verbal and written. • Knowledge of Microsoft Windows / Mac and general desktop support issues. • Knowledge of DNS, TCP/IP and other networking concepts. • Strong troubleshooting skills. • Team player.		
No. of Positions Required:	1		
Job Close Date:	Open Until Filled		

هام: المعلومات الواردة في هذا النموذج هي فقط لطلبة وخريجي جامعة الإمارات العربية المتحدة ولا يحق نشرها أو تداولها خارج نطاق الجامعة
IMPORTANT: The information presented in this document is for UAEU students and graduates only and cannot be shared outside UAE University

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

s.ismail@hbmsu.ac.ae

JOB NAVIGATOR

Locating Your Career Path

