

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

JOB VACANCY FORM®

Job Reference No.: JV781

Company Name: Dubai World Central

Company Type: Government



DWC

DUBAI WORLD CENTRAL
دبي ورلد سنترال

Job Position/Title:	Help Desk- IT Support	Academic Major:	All IT Majors
Salary Range:	Very Competitive Package	Years of Experience:	Fresh Graduate or 1 - 2 years of experience
Job Location:	Dubai	Job Type:	Full-time
Nationality:	Only UAE Nationals	Gender:	Both

Job Description:

Job Purpose:

Monitor and maintain all the desktop level system for DWC (PCs, Laptop, Printers, Scanners, Phone, Software, etc.) Install and configure desktop level systems, diagnose hardware /software faults and solve technical problems either over the phone/remote access or personal visits. Update and maintain IT assets and be part main IT support team

Key Responsibilities:

- **Desktop Support:** Accountable for ensuring continuity of desktop services for computer users by providing the technical expertise, assistance, and task coordination necessary to install, configure, maintain computer hardware and software products, modify / repair IT hardware and resolve technical problems. The supports include specification, setting up and testing of computer systems and peripherals within established standards and guidelines. Keep track of the assets and inventory.
- **System Administrator:** Attend users /customer calls and provide the required support to the end user's satisfaction log ticket calls and keep track of the status.
- **Training and Documentation:** Create and maintain all document as well as to provide training and familiarization for end user and department colleagues for any IT related technology as requested and whenever required.
- **Policies and procedures:** Follow all relevant departmental policies, processes, standard operating procedures and instructions so that work is carried out in a controlled and consistent manner
- **QHSSE:** Ensure all relevant quality, health, safety and environmental procedures, instructions and controls are adhered to so that the safety of employees, quality of products/services and environmental compliance can be guaranteed

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	Ad-hoc Requests: Perform additional duties commensurate with the current role, as and when requested by the direct manager.
Minimum Qualifications:	Bachelor's degree
No. of Positions Required:	1
Job Close Date:	15 th April 2015

هام: المعلومات الواردة في هذا النموذج هي فقط لطلبة وخريجي جامعة الإمارات العربية المتحدة ولا يحق نشرها أو تداولها خارج نطاق الجامعة
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To Apply, UAEU Graduates/Alumni should send their CVs to:

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