



جامعة الأمير محمد بن فهد الأهلية

PRINCE MOHAMMAD BIN FAHD UNIVERSITY

Classroom Labs Support Engineer

JOB DESCRIPTION

Reports to: Director of Academic Computing

A- Functional Description:

The Classroom Labs Support works with other members of the Client Services group within ITD Services to provide assistance to all desktop computer users in classrooms and labs. The PC Support Assistant is part of the Client Services group within IT Services.

B - Duties and responsibilities:

Background

“**Smart Classroom**” is a term that is being used on the PMU campus to identify any classroom that is capable of providing a high-end solution to the teaching environment. Smart classes’ equipments can vary widely in composition, from the simple set, composed of a computer, a projector and a regular projection screen, to a more sophisticated combination of digital/analog Audio/Visual equipments furnished with rear-projection touch boards and centralized control units.

Classroom Labs Support

- Providing support to users of desktop computer systems in Smart Classrooms with and without VC and Labs.
- Providing support to users of desktop computer systems in Traditional Classrooms.
- Staffing the help desk as needed.
- Installing, networking, upgrading and swapping desktop computers and related

equipment including the lifting and moving of equipment (projectors, Smart Boards and Cameras).

- Assisting the Client Services team in assuring the timely diagnosis and repair of desktop computers and related equipment.
- Documenting tasks for which he or she is responsible.
- High level of customer focus and strong customer support commitment.
- Support and assist colleagues; commit to and be accountable for overall group success.
- Work with other support groups and vendors to provide seamless support to customers.
- Work with 2nd level support group to assist with application design/development/upgrade testing and implementation.

General

- Serving as a resource person to others in ITD Services and participating in projects as required.
- Remaining up-to-date on current developments and trends in the field of computing.

Principal Internal Working Relationships: Students, faculty and staff.

External Working Relationships: Vendors.

C. Skill and Experience Requirements

- 2+ years IT Work experience
- Demonstrated expertise in configuring, installing and troubleshooting PC systems, Microsoft XP and Vista, MS office applications, network configuration, and memory management.
- Working knowledge of remote access: Remote Desktop and Virtual Private Network
- Must be customer focused and have effective productivity/work output
- Must be a team player and able to work with minimal supervision
- Bachelor's Degree in Management Information Systems, Information Technology, Computer Information Systems or Computer Science
- Experience using administrative tools and working knowledge of MS Active Directory, Exchange 2003, DNS, DHCP, TCP/IP
- Experience working in a wireless network environment
- Working knowledge of troubleshooting ticketing systems such as Remedy.