

Analyst, Service Delivery (Tier 2)

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Company: Aga Khan University

Location: Saddar Town

Category: other-general

Entity:Aga Khan UniversityLocation: KarachiIntroduction to the Aga Khan University: AKU was established as an agency of the Aga Khan Development Network (AKDN), focusing on health, education, culture, rural development, institution-building, and the promotion of economic development. AKU provides higher education in several disciplines and conducts research pertinent to the countries in which it operates. It has campuses, programs, and/or teaching hospitals in Afghanistan, Kenya, Pakistan, Tanzania, Uganda, and the UK. As an international institution, AKU operates based on the core principles of quality, relevance, impact, and access; serving as a model of academic excellence and an agent of social change. With a commitment to achieving net zero emissions by 2030 and making concerted investments in climate literacy, AKU is dedicated to creating a sustainable future for generations to come.

Job Role / Responsibilities:Reporting to the Manager, Information Technology you would provide hardware support to Network Infrastructure, IT equipment being maintained in-house, including PCs, printers, telecom, and other ancillary equipment. Specifically, you will be responsible for;installing, configuring, and maintaining PCs, Laptops, Printers and applications for both hardware and software. Maintaining and troubleshooting handheld (iOS, Android, Windows, etc.) and troubleshooting, repair, and networkstalking staff/clients through a series of actions either face to face or over the telephone to help set up systems or resolve issues; troubleshooting system and network problems and diagnosing and solving hardware/software faults; replacing parts as requiredproviding support, including procedural documentation and relevant reports; following diagrams and written instructions to repair a fault or set up a system; supporting the roll-out of new applicationssetting up new users'

accounts and profiles; responding within agreed time limits to call-outsworking continuously on a task until completion (or referral to third parties, if appropriate); prioritizing and managing many open cases at one timerapidly establishing a good working relationship with customers and other professionals, e.g., software developers; testing and evaluating new technology; Conducting electrical safety checks on computer equipment.maintain high degree of customer service for all support queries and adhere to all service management principlesany other task assigned by the supervisor. Eligibility Criteria / Requirements:You should have:a Bachelor of Electronics or Computer Engineeringminimum 4-5 years' experience in related fieldthe ability to trouble shoot IT systems at module levelknowledge of the operating characteristics of Desktop operating systems, MAC, Linux and troubleshooting skills related to itproficient Knowledge of networking, hardware & softwarethe capacity to be a team player who can work successfully with other departmentsgood communication and interpersonal skills.

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