

Analyst, Service Delivery (Video Conferencing & Handheld)

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Company: Aga Khan University (AKU)

Location: Karachi

Category: other-general

Job Role / Responsibilities:

Reporting to the Manager, Information Technology you would be maintaining and troubleshooting videoconference equipment (Polycom Group Series, X 30, 50, Cisco SX20/80 etc.) and handheld support. Coordination & support to high-profile global events right from planning till delivery & have enough knowledge about Network Infrastructure, IT equipment being maintained in-house, including PCs, printers, telecom, and other relevant accessories. Specifically, you will be responsible for;

- managing and troubleshooting videoconference equipment (Polycom HDX, Group Series, etc.) and able to handle queries related to Audio-Visual systems
- 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 networks
- liaising with event organizer, user face to face, through phone or email during the planning process to ensure everything is in order and well document
- setting up new users' accounts and profiles; responding within agreed time limits to call-outs
- working continuously on a task until completion (or referral to third parties, if appropriate);
- prioritizing and managing many open cases at one time
- 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

maintaining high degree of customer service for all support queries and adhere to all service management principles

any other task assigned by the supervisor.

Eligibility Criteria/Requirements:

You should have:

Bachelor of Electronics, Computer Science or equivalent

minimum 2-4 years' experience in related field

be able to manage and troubleshoot Videoconference systems at module level

have knowledge of the operating characteristics of PC windows, MacOS and troubleshooting skills related to it

have proficient knowledge of networking, hardware & software

be a team player who can work successfully with other departments

strong communication and interpersonal skills.

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