

<b>Job Title: IT Specialist</b>		
<b>Reporting to: Director IT &amp; Network</b>	<b>Job Group:</b>	<b>Department: QAM &amp; IT</b>
<b>Cadre/Grade</b>	<b>OP-4B</b>	

### Why should you join us

At USF Pakistan, we give you the opportunity to become a competent professional in an environment of diversity, integrity, growth and innovation.

#### Position Related:

- How does the position contribute towards the overall objectives of the organisation.

Being part of the IT section, provision of IT support to end user inside Organization play a significant role in provision of Convenient, safe/secure, and operational Network environment for end user. IT Specialist provides frontline IT support to USF employees to avoid any inconvenience. Furthermore, Assisting Director IT in managing Data Center (environment & Physical) Hardware, Software and Services of USF Office.

### Goals

1. Outline key performance indicators of the role
2. Front line IT support.
3. Installation & Configuration of newly procured hardware / Software.
4. 24/7 Environment maintenance of USF Data Center.
5. File Server data management with Backups on DR site Cloud
6. Maintenance of IT infrastructure computer terminals, laptops, telephone exchange, photocopiers, printers, Faxes, and other IT infrastructure equipment.
7. Upgradation of MS Hyper-V, VM's Operating systems & Maintenance of SAN Storage.
8. Installation & Configuration of Wireless Network Controller along with AP's
9. Digitization of internal workshops for all teams to empower all for 100% IT services utilization.
10. Assisting in maintaining and managing USF IT Infrastructure ( Network, Domain Servers, File Servers, VMs, Veritas Backup Exec, Antivirus (SEPM, TrendMicro etc.))
11. Assisting IT Expert in maintaining Assets record and handing over
12. Assisting IT Expert in preparing Bidding document ToRs for procuring new hardware and software and technical evaluation.
13. Assisting IT Expert in maintaining surveillance cameras /NVR installed at USF Office.

### Your Typical day at work

- Outline the daily tasks/responsibilities of the role
- Front line IT support on daily basis, Ticket Logs maintenance for each issue till resolution.
- Maintenance of IT infrastructure computer terminals, laptops, telephone exchange, photocopiers, printers, Fax, and other IT infrastructure equipment.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Administration of MS Server 2022 (Domain Controller (DC) active directory, ADC, File Server), File Server, Symantec Endpoint Protection Manager, Oracle ERP Servers etc.
- Office 365 Exchange / Security Administration.
- Scheduling/Conducting online meetings (MS Team, Zoom etc.)
- Responsible for Data Environmental Controls (Fire alarm System, Fire suppression system, Air conditioning).
- Troubleshooting in ERP technical issues at client end
- Any other relevant tasks assigned by the line manager.

### Eligibility Criteria

#### Education:

- Minimum BSc. Computer Science. with minimum of 3 years of experience.
- Preferable certification: CCNA, ITIL, MCSE

#### Work experience:

- Includes the types of experiences relevant to the role
1. Front end IT support
  2. Windows Server Administration (2022). Active directory management
  3. Office 365 administration (Cloud).
  4. Working knowledge and understanding of OS like Linux, MAC, Windows 11, CentOS etc.
  5. LAN / WAN installation and configuration
  6. Video Conferencing softwares administration (Zoom, MS Team etc.)

## Functional Skills / Knowledge Areas

Mention the functional skills & behavioral competencies needed for the role

1. Computer hardware / software installation/Configuration/troubleshooting
2. Network troubleshooting (LAN & WAN)
3. Technical writing for procurements (ToR's)
4. Microsoft Windows Server Administration (2022,2019) MS Windows 10,11, CenOS administration
5. MS Office 365 configuration & administration (Cloud) on client side
6. Strong communication, presentation, motivation, leadershi, project management skills.
7. Time management & ability to work under intense deadlines