<u>Vacancy Announcement</u>

Job title: **Computer lab Assistant**
Job Type: On Campus (Part-time)
Salary: DOE
Location: Lincoln University Computer lab (3rd floor).

Lincoln University rely on computer systems in all areas of their operations and decision-making processes. It's therefore crucial to ensure the correct running and maintenance of the IT systems. Computer lab assistant support students, monitor the Computer lab and ensures the computer systems and network of the computer lab in good working conditions. They may install and configure computer systems, Printers, diagnose hardware and software faults and solve technical and applications problems. The Computer Lab Assistants basic work is to understand how information systems are used as applying technical knowledge related to computer hardware or software.

Duties and Responsibilities:

Lab assistants are mainly responsible for the smooth running of the Computer lab computer systems, Printers and ensures how the users get maximum benefits from them. The following are the responsibilities or the tasks that lab assistant need to follow:

- Work in team and play role of teammates actively and handle pressure.
- Monitoring and maintaining computer systems and networks inside the computer lab.
- Communicating with the staff and the student to resolve their queries regarding to technical issues.
- Responds to telephone calls, emails and personnel requests for technical support.
- Installing and configuring computer hardware, operating systems and applications (if required)
- Troubleshooting system and network problems to diagnosis the hardware and software faults.
- Replacing parts and able to lift at least 40 pound (if required).
- Dealing with new user accounts, profiles, password issues and reset it if required.
- Wide knowledge of Microsoft Office.
- Handling printers and printing materials like papers and cartridges.
- Proficient in graphic designing and able to use software like Adobe Photoshop, HTML, CSS, Corel draw, WordPress or skilled with any kind of graphics software.
- Design the flyers, signage or templates as required.

Qualifications: -

This is a part -time, On-campus job so the students who are pursuing their Bachelor degree or Master Degree irrespective of the subjects may apply for this position. There are no defined qualifications for this job however person from following background or subjects may improve their chances for selections:

- Computer Science
- Information Technology.
- Business information Technology.
- Management Information System.
- Computer Application.
- Hardware and Networking.
- Computer Engineering.
- Communication and Technology.
- Basics of Operating system (Microsoft windows, Linux, Mac)
- Certification in hardware and networking.
- Microsoft Office and Internet Basics.
- Active Directory and policies.

The above qualification is not always required for this job but if the candidate has the above subjects or knowledge then it will be a valuable asset for candidate and the organization.

Skills: -

You will need to show the evidence and skills of the followings:

- Ability to think logically.
- Good memory of how software and operating systems work.
- Active listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- Ability to work well in team.
- Problem solving skills and self-motivated.
- Strong customer focus.
- Ability to priorities your workload.

Work Experience: -

- Candidate should have gained at least 1-3 years of practical work experience on IT support or helpdesk or related field.
- Experience in fundamentals of hardware, software and Networking.
- Experience to repair/fix desktops or replacements of the parts.
- Experience in windows environment basically windows 7 and 10.
- Knowledge of printer and printing from domain computer.

- Knowledge of Windows Server Active Directory.
- Proficient in graphic designing and able to use different graphics software like Adobe Photoshop, HTML, CSS, Corel draw, WordPress etc.

Qualified candidates are encouraged to apply, please do send your resume and a cover letter to master@lincolnuca.edu.

Lincoln University Computer lab deserves right to discontinue application without prior notice and only short-listed candidates are called for the assessment and interview.

Lincoln University is an equal opportunity/affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.