



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

STAFF VACANCY

INTERNAL ADVERT

Applications are invited from suitably qualified and experienced persons to fill the following posts:

***NB: Manicaland State University of Applied Sciences** is an equal opportunities employer. In the interest of promoting gender parity, female candidates are encouraged to apply.

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

Chief Technician (1 Post)

Desired Qualifications

Applicants should possess a minimum of a first degree in Computer Science or equivalent plus at least four (4) years' hands on experience in a University or similar environment. A relevant Master's degree and a Linux or UNIX qualification will be an added advantage. Ability to work in a cooperative team environment, deal with staff, students and the public with tact and courtesy, high energy, self-motivated, and ability to communicate at all levels within and outside the University. Ability to work independently and have strong decision making skills as there is minimal supervision in this post. Ability to support E-learning, experience in the installation and support Aruba and RUCKUS Zone direct networks, manage and train users on DSPACE, Turnitin and KOHA LMS is a requirement. LAN, WAN and CCTV security system installation and support, experience in the ICT related aspects of either THE or WEBOMATRICES University Ranking systems will be a further added advantage.

Duties and Responsibilities

ICT Chief Technician (also known as Senior Level 2 ICT Technician) is responsible for handling PC, mobile devices and light server administration tasks from a support queue for both internal and external customers in a timely manner and assisting users with various advanced systems issues. This individual maintains a proficient knowledge of technical programs and is able to assist users with a variety of problems. In addition to providing end-user technical support, the Chief Technician is responsible for providing position training and coaching to junior team members, reviewing and taking action on the team's work queue, contributing to ongoing knowledge base development, and may be asked to assist in special projects coordinated by the ICT Director. Some of the duties include:

- Installation, support and administration of all ICT systems in the University.
- User training of all relevant ICT systems in the university, including but not limited to Ruckus, Dspace, Turnitin, G suite for education, and KOHA.
- Quality Assurance of ICT systems and procedures.

- Respond to incidents assigned to the support queues and resolve client problems via telephone and direct face to face interaction with onsite teammates
- Provide level 2 technical support for both internal and external customers
- Troubleshoot software, hardware, and mobile device problems
- Document incidents in a ticket management system.
- Interact with teammates to diagnose and resolve problems.
- Analyze, resolve, track, escalate and accurately document various technical problems.
- Support feature, functionality, and usage of specific applications.
- Stay current on and adhere to established policies, procedures, documentation and technologies.
- Document conversations with vendors, current and potential clients, and others
- Review standard IT procedures and update as needed.
- Create new procedures as warranted and communicate procedures with the level 1 team for awareness.
- Support core internal applications including SAGE, Ruckus, MATLAB and perform routine administrative tasks such as account administration, troubleshooting and problem isolation.
- Possess and develop robust understanding of G-suite, Microsoft Teams and related applications (SharePoint, Planner, etc.) to help support business processes and workflows
- Monitor and support the Remote Level 2 team by monitoring the queue and proactively resolving client issues as time permits.
- Strong knowledge in Office365 administration, G-suite for education
- Review the ticket queue and ensure daily updates to all work in process (WIP)
- Antivirus Endpoint administration.
- Review the status of desktop/laptop images and document required enhancements. Work with level 3 team to build, validate and deploy images. Refresh all images at least on a semi-annual basis or as otherwise requested
- Any other duties as assigned from time to time.

APPLICATIONS

Applicants must submit an application letter, certified copies of certificates, transcripts, national identification (ID & birth certificate) and detailed curriculum vitae giving full personal particulars including full name, place and date of birth, qualifications, date of availability, contact details, names and addresses of three referees addressed to:

**Assistant Registrar
Manicaland State University of Applied Sciences
Bag 7001 Guthrie Road
Mutare**

The application pack should be sent as a *single pdf file* to e-mail address *recruitment@msuas.ac.zw* plus one hard copy of the application pack (certificates and transcripts must be certified) to be submitted to the Human Resource Office by no later than 1400 hours on Friday, 10 July 2020. Applicants should clearly indicate the post being applied for on the application letter, and only shortlisted candidates will be communicated to.