



澳門科技大學
Macau University of Science and Technology

Technical Support of IT Office
(Ref no: IT-1101)

This position is responsible for technology support for all desktop, network and voice system assets. This primarily includes installation and configuration of PCs and laptops as well as trouble analysis and problem resolution of PC, peripheral, network connectivity, and client software issues. This position also provides first level support of LAN/Network and Voice Systems.

Principal Duties and Responsibilities:

- Provide hardware and software troubleshooting and support to internal organizations
- Solve PC operating system, network, email, application software, Internet and LAN connectivity problems.
- Work directly with equipment manufacturers and vendors to resolve technical issues
- Provide on-call technical assistance and support to internal customers.
- Document all resolution activities
- Perform Network Infrastructure Administration
- Monitor system performance and utilization.
- Perform regular backup monitoring, tape operations and off-site storage procedures.
- Install and configure operating system and appropriate software applications.

Job Requirements:

- Bachelor degree in IT / Computer studies or equivalent
- 1+ yrs PC hardware/software/troubleshooting expertise
- 1+ yrs Microsoft Operating System (Windows, Exchange, etc) expertise
- 1+ yrs LAN server and switch troubleshooting
- Strong Customer Care and Interpersonal skills
- Strong working knowledge of Windows, Linux with the network connectivity (e.g. TCP/IP, LAN)
- Demonstrated ability to work well independently

Interested parties please send full resume with expected salary, recent photo and copy of certificates of the highest education to Macau PO Box 345 or by fax to (853) 2882 7089 or by email to recruit@must.edu.mo

Macau University of Science and Technology reserves the right not to appoint a candidate.

Personal data provided by applicants will be kept confidential and used for recruitment purpose only.