



Job Description – Senior Desktop Support

Department: Information Technology

Reports to: Service Desk Manager

Position Summary

The Senior Desktop Support provides proven senior technical experience and strategic insights to meet the IT needs of faculty, staff members and students for the NYU Shanghai offices and student dormitories. The position works in close coordination with both Manager and Associate Director of Client Service to devise, plan, implement and manage a comprehensive, globally integrated, Client Service Operation at NYU Shanghai.

The Desktop Support comprises numerous areas including but not limited to: Desktop Support services, printing and scanning services.

The Senior Desktop Support reports to Manager of Client Services.

Responsibilities

Desktop Support Services

- Manage the installation and maintenance of hardware and software including personal workstations, student/faculty/staff printers, mobile devices, multimedia displays, projectors, video conference system support.
- Develop procedures and oversee scheduling of Desktop technician appointments.
- Test, plan and supervise the deployment of new operating system releases, vendor patches, commercial software releases, and public domain software.
- Manage the diagnoses and repair of hardware, and contact appropriate service vendors when necessary. Recommend solutions, supervise and check that problems have been corrected and maintain records of work performed.
- Develop and document standardized user processes and procedures and "how to" documentation.
- Offering standard support to NYU Applications. (NYU Classes, NYU Google APPS, etc.)
- Educate and develop the IT skills to meet the requirement of desktop support team.

Printing and scanning services

- Equitrac System for Faculty and Staff.
- Pharos Printing System administration for Student.

- Ricoh Copier Machine Daily tracking for both of systems above.
- Build up the printing and scanning knowledge base and develop training for both for Faculties, Admin Staff and students.

Qualification

- **Required Education**
Bachelor or Master's degree, preferably in IT or other relevant disciplines.
- **Required Experience**
 - Minimum of 3 years of working on a Help Desk or a Desktop Support as a Senior Technician.
 - Minimum of 3 years of demonstrated success at the Information Technology team leader level within a large government organization, Multinational Corporation or university managing a technology function.
 - Proven track record of successfully building, developing and managing Help Desk Services / Service Desk Support in a start-up environment.
- **Required Knowledge, Skills, and Abilities**
 - Strong understanding of hardware, software and TCP/IP networking principles is required along with basic knowledge of telephony and web-design principles.
 - Outstanding communication skills to team and clients. Ability to motivate the team to adhere IT best practice and deliver outstanding customer services and satisfaction to Students, Faculty and Staff at the campus and dorms.
 - Strong knowledge in Microsoft Office, Patch Management, Anti-Malware, desktop/laptop imaging, anti-virus and inventory management tools.
 - Excellent knowledge of computers (PC, Laptop and Mac) and peripherals.
 - Advanced working knowledge of configuring and trouble-shooting iOS and Android-based mobile devices.
 - Strong customer service orientation, good written and oral communication skills in both English and Mandarin, keen attention to details with strategic and holistic mindset, self - motivated and directed.
 - Experience and ability to facilitate one-to-one and group training sessions.
 - Working knowledge of managing tickets, follow up actions and close issues.
 - Ability to work in a fast-paced and changing environment, manage user expectations and potential risks.

Interested candidates should forward a CV with a cover letter to shanghai.hr.recruit@nyu.edu.

For more information please visit our website: shanghai.nyu.edu