

Vacancy Announcement

Position Title: Information Technology Assistant
Reports To: Information Technology Services Manager
Location: Kabul, Afghanistan
Number of Positions: 2
Vacancy Number: AF-028-2019

AUAF Background

The American University of Afghanistan (AUAF) is a private, non-profit university offering an American-style liberal arts education. We opened our doors in 2005 and currently offer four undergraduate academic majors and an MBA program. We follow a strict non-discriminatory policy and applicants from all ethnic, religious, and economic backgrounds are encouraged to apply. We are a young and growing dynamic university with a student population of nearly 1,100 and we hope to reach 1,250 students by the fall 2019 academic semester. We have expanded operations to the 75-acre international campus across the street from our original campus. Construction is ongoing for additional classroom and lab buildings to help meet the growing needs of our student population.

The AUAF's IT department is seeking qualified candidates for full time position as Information Technology Assistant based in Kabul.

Job Summary

The IT Assistant shall work under general supervision of IT Services Manager and shall identify, troubleshoot and resolve problems encountered in AUAF LAN and WAN. The incumbent shall have good analytical and problem-solving skills and shall be able to provide technical support to end-users regarding computer hardware and software. The incumbent shall be able install, test, certify and troubleshoot networking cabling systems and shall be able to install configured network equipment and perform related work as required. The incumbent shall have hands-on experience and shall be able to install and configure VoIP devices and other Applications used for IT communications.

Key outcomes include:

- Perform, diagnostics and troubleshooting of computer system hardware, operating systems (Windows) and networks (wired and wireless).
- Establish control systems to ensure that all telecommunications equipment is in good condition and working order to maintain satisfactory communications between different users.
- Ensure that the computer systems, including internet, printers, photocopy machine, camera remain fully functional for all users on a daily basis.
- Ensure that the AUAF laptops, desktop and network resources are protected from malicious virus attacks and deploy countermeasures.

Duties and Responsibilities:

- Perform Helpdesk responsibilities and user assistance.
- Manage all equipment and applications associated with electronic mail.
- Provide hardware and software troubleshooting support to all faculty member and Students.
- Setup official email accounts in user's computer.
- Perform maintenance and minor repairs on hardware equipment.
- Install, certify and troubleshoot campus and remote-campus network cabling.
- Troubleshoot problems in international and west campus on weekends.
- Install, troubleshoot, and repairs telecommunications equipment and data/voice cabling including computer and telephone lines, Voice over IP (VoIP) equipment.
- Install and maintain Cisco switches, and Ethernet and fiber optic connections.
- Shall be able to implement network traffic and security monitoring software, and optimize server performance.
- Shall be able to configure and deploy print servers.
- Shall be able to setup poly come and other commutations tools.
- Configure and install point-to-point devices such as Air Fiber, UBNT and WiMAX.
- Install and configure licensed antivirus and other software on end user machines.
- Monitoring of the network connection on daily basis to ensure a stable and responsive network environment.
- Provides hands-on assistance and troubleshoot all phone equipment failures and service issues of AUAF VoIP network.
- Any other responsibilities related to IT, as required and assigned by IT services Manager.

Required Qualifications:

- Bachelor degree in Computer Science or relevant studies
- At least 3 years' relevant experience
- CCNA and MCSA Certified will be plus point.
- Any other technical certification will be a plus point.
- Excellent knowledge of online support system such as Helpdesk, Zendesk and any other.
- Shall have minimum of 3 years of experience in IT support/technician level.
- Ability to work under pressure and handle multiple tasks over the weekends.
- Excellent cross-cultural skills, ability to work in a diverse, multi-cultural environment, with respect, professionalism and gender sensitivity.

Skills:

- Ability to identify and resolve problems associated with Computer Networks.
- Good command of English language, spoken and written, in addition to two local languages of Dari and Pashto.
- Excellent knowledge of Windows Workstations, Servers, Network equipment and VoIP equipment.
- Ability to maintain effective working relationships with colleagues.



Submission Guidelines:

Applicants must submit their resume and cover letter in one document to nationaljobs@auaf.edu.af Applications are accepted in English only. Please include “**Information Technology Assistant**” in the subject line of your email.

Application Deadline:

All applications must be submitted on or before July 17, 2019. After reviews of the applications, formal interviews for the finalists will be set up on the AUAF campus.