Job Description – Intern, Lab and Dorm Support (Jin Qiao)

Department: Technology Services
Reports to: Manager, Lab and Dorm Support

Position Summary

Help to maintain the computer labs, monitor network infrastructures, printers, and other IT equipment and services in campus building and student dormitory. Troubleshoot and resolve regular service issues related to the computer hardware, software, network, and peripherals; quickly resolve the client inquiries; proactively monitor services and system to detect and report emergency incident; help to supervise the daily activities of part time employees (student); log daily service record and report to Lab and Dorm support manager.

This position will be rotated between JinQiao Dorm and Campus building regularly.

Responsibilities

- Assist with troubleshooting and resolving regular service issues related to the computers, network, IP Telephones, printers, and other IT equipment and service in dormitory, ensure technical service is continuously operational in dormitory.
- Log daily service record, monitor services and system to detect and timely report any possible emergencies.
- Take the assigned shift both in JinQiao or Campus building to provide continuous service support. Help to arrange and supervise the student workers in dormitory.
- Liaison for dormitory IT services. Escalate all the complex issues to Lab and Dorm support manager in a time manner.

Qualification

- **Required Education**
  Master's degree or equivalent experience

- **Required Experience**
  Experience of providing technical support and troubleshooting for hardware, software, and networking issues.

- **Required Knowledge, Skills, and Abilities**
  - Knowledge of popular computer/mobile device system (Windows/Mac OS, iOS, Android, etc.);
  - Knowledge of networking, network infrastructures and network application;

- **Preferred Education**
  Master's degree in computer science, educational technology, or relevant fields.
• **Preferred Experience**
  ➢ system and software deployment
  ➢ inventory management

• **Preferred Knowledge, Skills, and Abilities**
  ➢ Familiar with Mac/Linux,
  ➢ Experience of Virtual Machine management.