



CAREER OPENING

IT Assistant

The Indus Valley School of Art and Architecture (IVS) is a premier, degree awarding institution in Karachi, Pakistan that provides education in art, design and architecture. IVS invites applications from eligible candidates for the position of IT Assistant.

The main role of the IT Assistant is to support the IT and Communications units, providing technical support to IVS users and assisting the IT Manager in overall management of the IVS network.

Applicants must possess either a Bachelor's degree (14 years of education) in the relevant field, or Intermediate degree with a specialized Diploma course in Information Technology. Prior work experience of at least one year in a similar position is required.

To Apply:

Applications should include a cover letter and a detailed CV, and should be submitted electronically at hr@ivs.edu.pk with the position mentioned in the subject line no later than December 28, 2022.

Only shortlisted candidates will be invited for interviews.



Indus Valley School of Art and Architecture

Job description

Job title	IT Assistant	Department/office	IT
Job holder		Job code	
Job type	Permanent	Timings	8:30am-4:30 pm Mon- Fri.
Line manager	I.T Manager	Post-related allowances	Sat. 9am-2pm
Job aim	To support IT & Communications units, providing technical support to IVS users, and assisting the IT Manager in overall management of the IVS network		
Number of staff managed	As line manager	None	As countersignatory
Finances managed	None		

Duty and standards – measurable in terms of time, cost, quality or quantity. Please note this list is not to be regarded as exclusive.

Duty 1 (20%)	Assist in day to day functions of the computer lab and I.T. supplies registered on the IVS network
Standards	<ul style="list-style-type: none"> Assist in operation of computer lab; to provide ongoing assistance to students and teacher; and to perform a variety of tasks relative to assigned area of responsibility. Performs routine preventive maintenance on hardware and software of computer Lab and systems on IVS network ; and software applications are operational in Computer Lab; ensures hardware and software is patched and/or updated. Responsible for recording of inventory of software, hardware, and other IT supplies as per need and directives of I.T. Manager. Make backups; restore files in the event of a malfunction, troubleshoot computer malfunctions as necessary; may assist in troubleshooting classroom computer malfunctions. Promote responsible usage and care of organizational equipment in computer Lab.
Duty 2 (20%)	Provision of technical support to organizational staff and students
Standards	<ul style="list-style-type: none"> Be present, visible, and available to students, faculty and staff requiring technical assistance. Assist organizational staff and students in understanding and using technology. Maintain a log of hardware and software problems; follow up on reported problems. Provide necessary feedback to Line manager where necessary.

Duty 3 (35%)	Maintainance of Wi-Fi network Cabling and UPS		
	<ul style="list-style-type: none"> • Perform routine maintenance checks on routers, switches and UPS on weekly basis; submit visit log to I.T. Manager. • Responsible and maintenance Cabling infrastructure at IVS and install new data cable in campus as per need. • Perform routine maintenance checks on cabling on every 15 days, submit visit logs to IT. Manager. 		
Standards	<ul style="list-style-type: none"> • Perform routine electrical work to maintain routers, UPS and other IT supplies such as fastening small metal or plastic boxes to walls to house electrical switches or outlets; repair or replace wiring for routers and UPS etc. • Inspect electrical systems, equipment, and components of computer lab to identify hazards, defects, and the need for adjustment or repair. • Arranging maintenance visits for UPS technician to perform regular checks or as per need. • Draft complain letters/ related documents. • Following up for bills, quotations and other necessary documents with vendors; to act as an intermediary between vendor and accounts department for smooth facilitation of process. 		
Duty 4 (10%)	Management of Continuing Education Programme (CEP) classes at computer lab		
	<ul style="list-style-type: none"> • Coordinate with CEP's office for schedule of classes; Make necessary arrangements for classes in accordance with given schedule; make class and individual adjustments based on teacher requests. • Assist teachers in monitoring the students; Monitor activities and behavior of students during computer classes to ensure the physical and environmental safekeeping of students, as well as adherence to appropriate conduct and disciplinary controls. 		
Duty 5 (15%)	Servicing of IT equipment		
	<ul style="list-style-type: none"> • Maintenance and servicing of Computers, Printers, Scanners, Laptos and all IT equipment every three months. • Full Serviceing of all IT equipment in June/ July and December; submit logs with users remarks to IT Manager. 		
Submitted by	Ilyas Abdullah	Designation	I.T. Manager

Agreed by		Designation	I.T. Assistant
Approved by	Umair Saeed	Designation	Registrar
Date			