Technology Operations and Data Center Division

Position: Assistant Manager (IT Support) (M /F – 1 Post)

Duties & Responsibilities

• Assisting the IT Service in supervising daily operations of the IT support team, ensuring high–quality technical support and service delivery to end–users.

• Assist the IT Service Support Manager in leading and motivating the IT support team to deliver excellent service.

• Monitor daily IT support operations and ensure timely resolution of user requests and incidents.

• Maintain and update IT support documentation, knowledge base, and procedures.

• Analyze support trends and prepare performance reports for management review.

• Provide guidance and training to support team members to enhance skills and knowledge.

• Collaborate with other IT teams and Departments to ensure smooth service delivery.

• Ensure compliance with IT policies, security standards, and best practices.

• Manage IT staff, Training and coaching employees, Communication job expectation and

appraising their performance.

• Strong leadership, coaching, and team management skills.

• Cyber security, Endpoint security, Windows Operating system Detail, Microsoft Office 365, Microsoft Server (AD, DHCP)

• Strong knowledge of Active Directory, DHCP and other Microsoft products.

• Strong proficiency in Microsoft Server (e.g., DHCP, AD, Endpoint Security Manager).

• Strong knowledge of IT Service management (ITSM) frameworks (e.g.,ITIL).

• Must be proficient in using MS Word, Excel, PowerPoint.

• High–level interpersonal skills and the ability to work independently.

• Testing new technology and implementation new projects.

• Excellent troubleshooting and problem–solving skills for hardware, software, and network issues.

• Good understanding of Windows operating systems, Microsoft Office 365, and common enterprise applications.

• Perform other related duties as assigned by the IT Service Support Manager.

Job Requirement:

• Bachelor's degree in information technology, Computer Science, or a related field.

• Minimum 3 years' experience in IT Service Support, with at least 1 year in a supervisory or team lead role.

• Certifications in ITIL, CompTIA A+, CompTIA Security+, CompTIA Network+ or Microsoft certifications are a plus.