



温州肯恩大学  
WENZHOU-KEAN UNIVERSITY

## 岗位说明书——IT 技术服务岗位

所属部门：信息技术中心      汇报机制：主管

### 岗位职责：

1. 负责学校电教设备，办公设备的日常管理和维护；
2. 接听 IT 咨询电话并给予一线支持
3. 协助用户解决信息技术方面的软硬件问题；
4. 为员工提供一线技术支持，如设置，配置和诊断网络、电脑、打印机和其他外围设备的故障；
5. 为教室、机房问题提供一线服务；
6. 支持学校大型学术活动和会议；
7. 为学生提供软件安装及咨询服务；
8. 完善用户使用文档，常见问题解答以及提供员工培训；

### 必备条件：

1. 计算机科学或相关专业硕士学位；
2. 熟练使用常用的办公软件；
3. 了解熟悉计算机网络及互联网的基础知识；
4. 具有维护、管理、安装和配置用户计算机的经验；
5. 英语六级（雅思 5.5 分或者托福 59 分）以上，有较强中英文书面和口头表达能力；
6. 良好的人际关系和沟通技巧；
7. 团队协作精神，有耐心和兴趣学习新技术；
8. 具有在国际校园环境学习的意愿；

### 优先条件：

1. 有海外留学背景，相关 IT 服务工作经验；
2. 计算机软考多媒体相关专业中级以上证书者优先考虑；
3. 有音视频系统集成或则开发经验者优先；
4. 有灯光师证书优先考虑；



## Job Description –IT technical service

Department: Information Services Center Report to: Coordinator

### position statement:

1. Provide desktop services for staff, prepare/maintain PCs, telephones, and printers etc.
2. Answer IT inquiries by phone and provide frontline desktop support and troubleshooting;
3. Assist end-users to resolve hardware and software issues;
4. Provide frontline IT support for staff, such as set up, configure and troubleshoot network, computers, printers, and other peripherals;
5. Provide frontline support for classroom and computer room issues;
6. Support campus events and teaching and learning activities;
7. Provide desktop services for students, including software installation and consulting;
8. Perfect user documentation, FAQ and provide staff training;

### Essential Conditions:

1. Master Degree or above, major in Computer Science or related;
2. Proficiency with office software
3. Familiar with basic knowledge of computer network and Internet.
4. Experience in maintenance, management, installation and configuration of user computers;
5. Strong written and verbal English communication skills.CET6 (IELTS 5.5 or TOEFL 59 ) or above;
6. Good interpersonal and communication skills;
7. Team-work, transparency spirit, patience and interest in learning new technologies;
8. Willingness to learn in an international university environment;

### Priority Conditions:

1. Overseas study background and work experience in a relevant IT support service process area
2. Qualification Certificate of Computer and Software Technology Proficiency with multimedia related major or above.
3. Experience in Video-Audio System Integration or development
4. Certificate with lighting engineer;