

Technical Support Assistant

JOB DESCRIPTION

TUMO Center for Creative Technologies is looking for a Technical Support Assistant to join the IT team to support with daily technical needs and inventory management.

Duties and Responsibilities

- Assist in managing the inventory entrusted to the IT team, keeping the inventory organized, and the database of equipment up to date in cooperation with the IT inventory manager.
- Take reservations for checkout and check in of equipment requested by students and staff, including for workshops and learning labs in all centers; assist inventory manager in scheduling equipment distribution to all centers; check out equipment to students and staff and provide directions on use.
- Check in equipment returned by students and staff and inspect and report equipment needing repair and maintenance.
- Provide information to supervisor regarding late returns of equipment, missing items, and repeat offenders of the equipment fair use policy.
- Troubleshoot equipment, provide general maintenance, and recommend equipment for repair.
- Recommend purchase of parts and equipment to supervisor and superiors.
- Assist in providing technical support for events, tours, presentations, and workshops on the set up and use of audio and video equipment; coordinate lighting with the relevant team.
- Assist with other logistical needs for events, tours, and presentations.

- Basic technical support for staff and students' day-to-day needs in implementing TUMO's educational programs (individual students, coaches, workshops, and learning lab requests, other teams and offices), including moving, setting up, and servicing of computers and other equipment. Inform supervisor of non-basic requests.
- Maintain regular log of requests and their fulfillment.
- Follow established policies and procedures.
- Other duties as assigned by superiors.

Education and Experience

- University Degree related to IT or an affiliated field.
- A minimum of one-year work experience in IT support or a related field.
- Good knowledge of computer hardware diagnosis and maintenance, including desktops, laptops, printers, projectors and other peripherals.
- Basic knowledge of networking concepts and devices.
- Experience with Windows and Mac Operating Systems.
- Experience in troubleshooting software problems and application support;
- Ability to work independently.
- Exceptional interpersonal skills and ability to work as a team member.
- Knowledge of Armenian and English languages.

Application Procedure:

Interested candidates should submit a resume via our career portal by clicking [here](#)