TITLE: IT User Support-2		CHD-044
REPORTS TO LINE MANAGER: Division Head for CODAC&IT; Department of CODAC&IT, H&CD and Diagnostics		
GRADE RANGE: G3-G4		
DATE WRITTEN: July 2007	DATE REVISED:	DATE WRITTEN:

Purpose:
Report to the Division Head (DH), CODAC & IT. Join a group of IT specialists providing support to the ITER team, especially in the area of user desktop, workstation and laptop support. The ITER team uses Windows XP as baseline operating system for the end users.

Major duties and responsibilities:
- Install various user computer systems (Laptop, desktop, workstations).
- Act as first level support for all user computer problems.
- Install, maintain and help users in various peripheral devices like printers, scanners etc.
- Install and support users in various standard software packages.
- Install, maintain and support users in the use of various collaboration technologies, like video/phone conferencing and screen sharing.
- Assist in network and server maintenance.
- Assistance in all IT related activities.

Qualifications Required:
- Solid knowledge of Windows operating system.
- Knowledge of troubleshooting standard Office software systems.
- Knowledge of network technologies.
- Knowledge of Windows/Linux server technology would be an advantage
- Good working knowledge of spoken and written English is essential.

Work Direction and interfaces:
Report to DH for Codac & IT.

Authority/Approval levels:
has authority and approval level defined by the DH for the scope of work.

Measure of Effectiveness:
- Successfully support users in IT related problems.
- Successfully maintain printers, and related devises and remote meeting technologies.
- Successfully assist in network and server maintenance.
- Successfully collaborate with IT administration in remote sites of ITER partners.