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**Job Description – Software Support and Application Management Technician**

Department: IT Office Report to: Senior Coordinator of Information Application

**Position Summary**

* Solve IT Helpdesk software related issues.
* Provide support for faculty and staff on office system and software.
* Support other departments to improve information construction, collect and backup the data of software systems.
* Responsible to the project design of software and applications, track and support the following management and application
* Responsible to the management and maintenance of fixed software assets in ISC.
* Translation and interpretation.

**Qualification**

* Master degree or above, in related majors.
* Be familiar with the development and application of Office Automation systems, know website building, management and maintenance, network security and so on.
* Be familiar with computer systems and fundamental applications.
* Be familiar with project management or related subjects.
* Good communication skills are required. Candidate with integrity and responsibility is preferred. Be positive and initiative, and capable of working under pressure.
* Have strong ability of English writing and speaking. Skilled reading and proper understanding of relevant fields of English information
* Familiar with information security knowledge and security management system;
* Familiar with information system engineering supervision knowledge;
* familiar with the information system service management, software process improvement and other related systems;

**Preferred Qualification**

* Candidate with overseas education background or relevant work experience preferred.

**岗位书 - 软件服务和应用管理工程师**

所属部门：信息技术中心 汇报机制：信息应用高级主管

**岗位职责**：

1. 解决IT Helpdesk软件类问题。
2. 为外教和工作人员提供办公系统和办公软件的培训和支持。
3. 配合各部门需求进行信息化建设的推进，软件系统资料的备份和收集。
4. 负责软件应用方案设计，推进及后续管理应用。
5. 负责信息中心固定软件类资产的管理及维护。
6. 书面翻译以及口译。

**聘任条件**：

必备条件：

1. 相关专业硕士及以上学位；
2. 熟悉办公自动化软件和系统的开发及应用，了解网站建设、管理维护、网络安全等方面的知识；
3. 熟练掌握计算机系统操作及基础应用；
4. 熟悉项目管理等相关知识；
5. 有良好的沟通协调能力、学习能力，诚信、责任心强，积极主动，能承受工作压力；
6. 有较强中英文书面和口头表达能力。熟练阅读和正确理解相关领域的英文资料.
7. 熟悉信息安全知识与安全管理体系;
8. 熟悉信息系统工程监理知识;
9. 熟悉信息系统服务管理,软件过程改进等相关体系;

优先条件：

1. 有海外留学、相关工作背景者优先考虑。