



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，有一定的技术支持相关工作经验；
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中学习的意愿；

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；



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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. Work experience in a relevant business process area
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;