

#### Technical Support:

IT Technical Support's role is to work with the IT team to support and empower every member of the ARIS community to be innovative problem solvers through efficient use of reliable and emerging technologies. Teamwork and dedication to the job is the foundation of work at ARIS and any member joining shall imbibe the ARIS core values which in turn helps them inspire, empower and transform for a better world.

At the ICT department, the focus is developing a culture of innovation amongst facilitators, students and the ARIS community. ICT Department provides ICT resources, expertise and support needed to develop a robust ICT capability required for rich and vigorous participation of students as global citizens.

Technical Support's key responsibilities will fall into the following groups that ARIS Technology Plan is based on, Enterprise Systems, Infrastructure, Cybersecurity, Information and Data Management which all are fuel to the ARIS teaching and learning practices.

A degree in computer science or Information Technology with prior experience in tech support, desktop support or a similar role. Proficiency in Windows/Linux/Mac OS alongside experience with remote desktop applications and help desk software. Certification in Microsoft or Cisco is an advantage.