

Dear fellow students,

IT department is recruiting for student helpers soon. Up to 5 new vacancies is available, the key roles for IT student helpers includes:

IT Department - Job Responsibilities:

Key roles for IT helpers includes:

1. Assisting lecturers and admin staff with the following
 - Supporting office equipment and devices such as printer/drivers, IP phones, computers etc.
 - Troubleshooting in various software and hardware related matters, such as MS Office, scan services, Campus ID/ECard, Group Email, share folder, Moodle, education-related licensed software for academic related purposes
 - Reimaging of computers and laptops
 - Attending to staff queries, items borrowing and recording
 - Assisted in documentation review and translation
 - Computers, printer or equipment support and troubleshooting
 - Office application and software supports
 - Photo editing and processing
2. Supporting on classrooms' multimedia facilities
 - Classrooms/Lecture hall /Computer Labs' multimedia equipment (such as projector, wireless microphones, speakers) setting, operations support and troubleshooting
 - Temporary replacement of cables or converters
 - Computer maintenance in computer labs and library
 - Problem follow up and escalation
3. Basic network and equipment connectivity

- Basic network equipment troubleshooting, LAN or WIFI connectivity testing and on-site checking in XMUM campus
- Support ad hoc task assigned

IT Candidates should possess:

- Moderate level of IT-related knowledge (a brief interview with IT is necessary).
- Good command of English and/or Mandarin language
- Able to support on weekend, if requires
- Simple assessment to be conducted for the shortlisted candidates

Support Hours and Rate:

- To be available at different times of the day, arrange with department staff to avoid interfering with class hours.
- Hourly rates.

Entry Assessment:

- Probation period is one month, after one month then it is decided whether to recruit for longer term.
- During the probation period, student helpers can choose whether to stay in the job or not, preferable by giving notice period.
- The student helpers must submit a job summary at the end of each semester, for claiming purposes.
- Student helpers are expected to commit to their scheduled working hours.

For interested candidates:

Please submit your application form online and resume to [IT \(it@xmu.edu.my\)](mailto:it@xmu.edu.my) by **25th Oct 2023 (FRIDAY)**.

New intake students are encouraged to apply. Only shortlisted candidates will be notify for short interviewing session.

Thank you.

Regards,
IT Department