**Technology Park**

**Job Description**

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| **Job Title** | IT (Information Technology) Assistant | |
| **Department** | Administration | |
| **Status and Ranking** | **Full Time: Part Time: X** | **Ranking Position:** |

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| **Job Purpose** |
| To lead and direct the IT (Information Technology) affairs of the Technology Park office in providing a high quality services and to ensure accurate, efficient operation and effective management and reporting to Board of Directors, processes and procedures and to represent the Office to secure and maintain its success and good reputation |

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| **Main Duties and Responsibilities** |
| To provide effective IT direction and leadership in the Technology Park office and develop, monitor and lead on the operation and monitoring of IT plans, policies and procedures for good management and evaluative purpose |
| To develop and review the Office on a continuous basis in line with best practice |
| To produce, implement and monitor the departmental Action Plan and, in liaison with staff, establish annual goals and objectives for the Office |
| To provide regular IT reports and recommendations to the Board of Directors and relevant external bodies on the work of the Office such as monthly liquidity report |
| To plan and manage effectively and use of IT resources according to the company criteria and procedures; and provide accurate and timely review evidence and analysis |
| To lead staff teams effectively and ensure a welcoming, supportive and respectful work environment which motivates staff to carry out their work well |
| To manage IT staff performances including the active implementation of quality assurance and management procedures such as Staff Self-Assessment, contract renewal, disciplinary and competence issues to ensure compliance with established departmental, standards and needs |
| To ensure that staff receives appropriate professional legal development and training opportunities and to oversee the planning, recording and evaluating of staff training within the Office for all ranks of staff |
| To participate in and represent the Office on the Quality Team and other University planning and policy-making committees as required |
| To develop and maintain positive external links to represent and promote the work and reputation of the Office and University |
| To participate in Self-Assessment processes and to take part in relevant training, including sharing good practice and expertise |
| To carry out duties and responsibilities in a legal, safe and secure manner |
| To carry out other duties in line with the rank of the post as may be reasonably required |

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| **Qualifications, Knowledge and Experience** |
| Essential:   * Bachelors level qualification in Computer Science or in a related area or equivalent professional qualification * Two years’ experience in the area of in the area of law and legal activities * Experience of effective co-ordination of a service * Excellent knowledge of best practice in the IT activities or similar areas.   Desirable:   * Master’s in IT or in a related area or equivalent professional qualification * Experience of working in a similar organization/ institution * Professional qualification in a related area |
| **Skills and Abilities** |
| Essential:   * Effective communication (oral and written) in the two local languages used at the University (Macedonian, Albanian) and contribution to the implementation of the Language Policy * Ability to manage and motivate staff successfully * Excellent interpersonal and communication skills, both oral and written * Ability to lead and work within a team * Ability to analyze and resolve complex data and issues * Ability to function with due regard for confidentiality and data protection * High standards of accuracy and customer service * Excellent attendance and punctuality and effective use of working time * Excellent organizational and time management skills * Ability to self-motivate, use initiative and creative thinking and work flexibly * Ability to prioritize work load effectively to meet deadlines and work well under pressure * Ability to negotiate and defuse conflict and to solve problems * Ability to use IT and computer systems efficiently to meet job requirements * A willingness to undertake and lead training * Commitment and loyalty to the company and its mission as the highest priority   Desirable:   * Effective communication (oral and written) in the three languages used at the University (Macedonian, Albanian, English * Ability and willingness to travel when necessary |