Term of Reference (ToR)

Technical support

<table>
<thead>
<tr>
<th>Organization</th>
<th>German Jordanian University (GJU)</th>
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</thead>
<tbody>
<tr>
<td>Funding Agency</td>
<td>The Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH, (GIZ)</td>
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<tr>
<td>Funding Program</td>
<td>Jordanian-German Energy Partnership</td>
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<tr>
<td>Project Title</td>
<td>Advice on and support of bilateral energy partnerships with developing and emerging countries</td>
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<tr>
<td>Project Number</td>
<td>81281325</td>
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<tr>
<td>Position Title</td>
<td>Technical support (part-time)</td>
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<tr>
<td>Location</td>
<td>German Jordanian University (GJU)</td>
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<tr>
<td>Duration</td>
<td>10 working days total from July 10th – Sep 30th, 2023</td>
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</tbody>
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Notes:
- The application and CV’s must be filled on the following link
  [https://docs.google.com/forms/d/16v7rVKmOzSR2Cn9x_gGDGWQ4WD0j1hCiB-sYNbWdRpU/edit](https://docs.google.com/forms/d/16v7rVKmOzSR2Cn9x_gGDGWQ4WD0j1hCiB-sYNbWdRpU/edit)
- Please note that only short-listed candidates will be contacted.
- Any proposals received after July 7th 2023 will not be accepted.
- Women candidates are encouraged to apply.

Introduction

We are looking for a part-time technical support staff to oversee and maintain the computer hardware and software systems, and to assist in resolving technical issues concerning accounts or software infrastructure. Technical Support will also support computer software integration by diagnosing and troubleshooting common problems.

The best candidate is someone who can work collaboratively with the GJU team, is passionate about web development, and has a deep understanding of front-end and back-end development technologies and methodologies. If you are looking for a challenging and new exciting opportunity, you can apply!

Job Description and Responsibilities

- Customer Assistance
- Troubleshooting
- Issue Resolution
- Product Knowledge
- Remote Support
- Customer Training
Minimum Qualifications

- Technical degree or relevant certification in a related field.
- Strong technical knowledge and troubleshooting skills related to the supported product or service.
- Familiarity with operating systems, hardware, networks, and software applications.
- Excellent problem-solving and analytical skills.
- Effective communication and customer service skills.
- Patience and empathy to handle customer frustrations and concerns.
- Ability to work in a fast-paced environment and manage multiple support cases simultaneously.
- Attention to detail and accuracy in documenting customer interactions and solutions.
- Willingness to adapt to new technologies and learn on the job.
- Experience with support ticketing systems or customer relationship management (CRM) software is a plus.

Duration of the Work

This assignment is expected to be finalized within 10 working days, from July 10th to Sep 30th, 2023.

Payment Milestone

The consultant will be paid a rate of 150 euro/Day for a maximum of 5 working days per month, and the payment will be issued after submitting the required task.