

Vacancy Announcement:

Job Title: IT Coordinator
Department: Central Administration
Reports To: IT Support Engineer
Location: DIC offices / Meydan office
Job Type: Full-time

Role Overview:

Ensure the smooth operation of all IT and AV systems by providing daily technical support, performing routine maintenance, and managing inventory. Serve as the first point of contact for end-users, maintaining high standards of service and reliability for all IT and AV infrastructure, including servers, networks, and user devices.

Key Responsibilities:

- Provide daily IT and AV support to users and resolve basic technical issues.
 - Monitor and maintain IT and AV systems to ensure smooth operations.
 - Manage IT and AV assets, inventory, and equipment records.
 - Handle user support requests and escalate issues when needed.
 - Coordinate with vendors for maintenance, repairs, and support services.
 - Maintain basic IT documentation and support records.
 - Support compliance with IT policies and security requirements.
 - Assist users with basic guidance and system usage.
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Qualifications & Experience:

- Educational Background: Diploma or bachelor's degree in information technology, Computer Science, or related field.
 - Relevant certifications (CompTIA A+, Microsoft, Cisco, or AV-related certifications) are an advantage.
 - Minimum of 2 years of experience in IT support, including hands-on troubleshooting of hardware, software, and networks.
 - Experience with AV systems setup and support.
 - Experience in inventory management and asset tracking.
 - Proficiency in English, speaking, reading and writing, Arabic is a plus.
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Skills & Competencies:

- Behavioural Competencies:
 - Strong communication and interpersonal skills
 - Customer service orientation
 - Problem-solving and analytical thinking
 - Time management and ability to prioritize tasks
 - Teamwork and collaboration
 - Adaptability and willingness to learn
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Key Performance Indicators (KPIs) (Measurable outcomes for role performance)

- IT support requests resolved within the agreed timeframe.
- 100% of the yearly work plan was efficiently performed
- Internal and External department satisfaction
- 100% compliance with policies, SOPs, rules and regulations

Application Details:

Applications are open to UAE Nationals and non-UAE Nationals
Qualified candidates are invited to submit their applications to:

Email: careers@dubaihumanitarian.ae

Application Deadline: 24th May 2026